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THE McQUESTEN COMMUNITY DEVELOPMENT PROJECT

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THE McQUESTEN COMMUNITY DEVELOPMENT PROJECT

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McQUESTEN COMMUNITY DEVELOPMENT PROJECT

This project was initiated by the McQuesten Community Association under a grant received from the Federal Government's Summer Employment Experience Development Project of 1986.

Two qualified university students were chosen by the McQuesten Board of Directors to conduct this community evaluation study. Both students shared a wide range of duties and responsibilities during the course of the study. The scope of the study was broadened as a result of the varied disciplines of the two students.

Judy Gerencser	Currently completing a double Honours B. A. in Anthropology and Sociology at McMaster University.
Anne Kuszczak	Currently working toward an Honours B. A. in Urban and Environmental Studies and Human Geography at Brock University.

Acknowledgements

We are extremely grateful to the Federal Government's S.E.E.D. Program for funding our study and providing us with valuable summer work experience.

We wish to extend special thanks to our supervisors, Murray Kilgour, President and Brian Owen, Secretary/Treasurer of the McQuesten Community Association's Board of Directors. Their support and guidance was a constant source of inspiration throughout the summer.

We also wish to thank the following for their valuable time and helpful information:

Board of Education
Lorraine Forsythe - Research and Development

Planning and Development Department of
Hamilton-Wentworth

Doors of Friendship Community School
Sheila Wilson -Coordinator

McQuesten Legal & Community Services
Basilia Iatomasi - Community Worker

Queenston Parent-Child Drop-In Centre
Debbie Boyter - Director

Department of Culture and Recreation
For the City of Hamilton

Social Services Department of the
Regional Municipality of Hamilton-Wentworth
Michael Schuster - Acting Commissioner of Social Services
Norma Walsh - Director of Social Planning and Policy Development

Roxborough Multi-Purpose Community Centre
Sister Katherine Godfrey - Coordinator

The Social Planning and Research Council of
Hamilton and District
Rick Csiernik - Research Associate

David Christopherson - Alderman Ward 4

Shirley Collins - Alderman Ward 5

Geraldine Copps - Alderman Ward 4

Sheila Copps M.P., Member of Parliament

Bob MacKenzie M.P.P.
Member of Provincial Parliament

Bob Morrow - Mayor of Hamilton

We also wish to thank the following volunteers for their assistance in delivering questionnaires:

Murray Kilgour

Michelle Laufman

Bonnie MacNeil

Brian Owen

Lisa Toth

Extended thanks go to Marjorie Friedrich and Fernanda Lima, for typing this report. We gratefully appreciate the assistance of Rapid Blue Print - R.B.P. Graphics in the production of study questionnaires and reports.

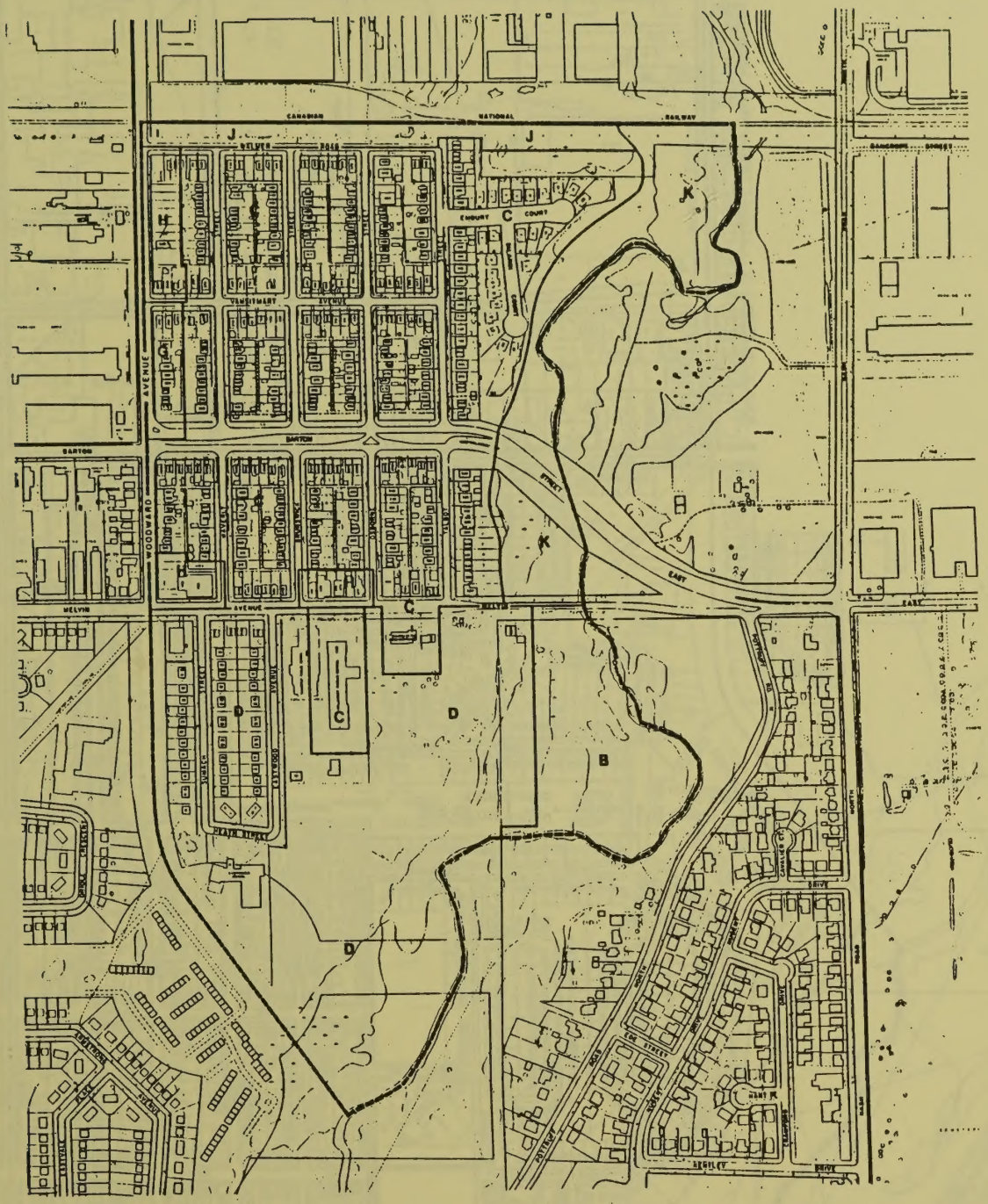
INTRODUCTION

This study was initiated by the McQuesten Community Association for the purpose of evaluating the needs of the McQuesten residents. The scope of the study is limited to the McQuesten East (population 1228) and McQuesten West (population 6359) neighbourhood planning boundaries. These boundaries include the following: Parkdale Avenue North, Queenston Road, the Red Hill Valley and the Canadian National Railway tracks. The combined McQuesten East and West areas will simply be referred to as McQuesten throughout the study; these areas are shown on the following maps.

In order to identify, analyse and address major community concerns, a questionnaire was devised and then distributed among McQuesten residents. Residential input, regarding social and recreational services in the McQuesten area, served as basis to evaluate local community awareness and utilization rates of various services. Areas such as daycare, youth, crime and seniors were among the topics consider for evaluation by residents. Comments from residents, regarding various community concerns, brought attention to issues previously not perceived as being problematic in the McQuesten area. This community based data proved to be beneficial and is the prime source of data used for this report.

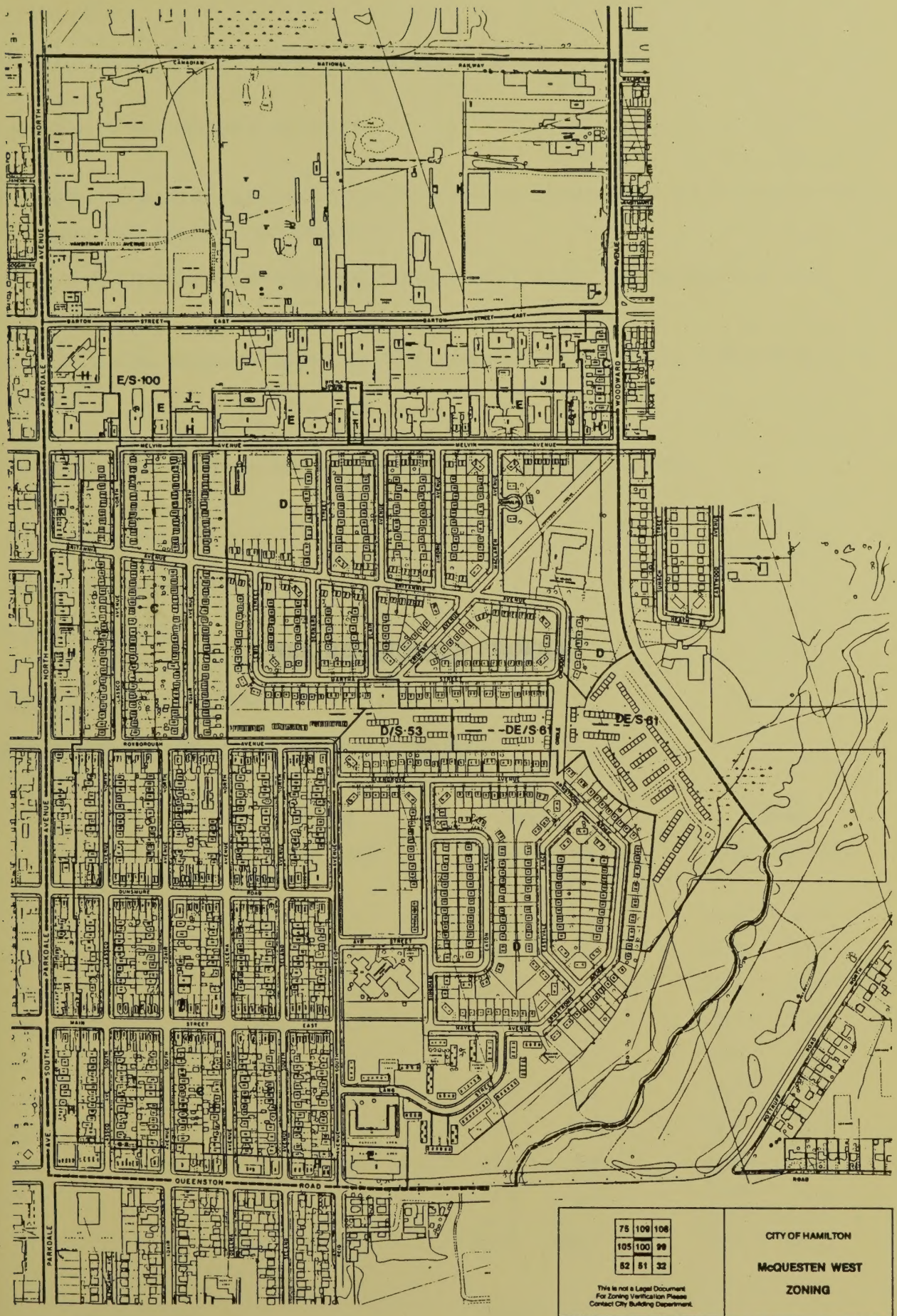
Along with residential input, additional data was derived from various community agencies and local political figures. As well, where possible, literature from various sources was consulted for statistical information. This supplementary data served to, among other things, present a general statistical overview of the McQuesten area.

This study was conducted in the most unbiased and objective manner possible. It is hoped that the study has generated interest in and awareness of local community activities. Moreover, it is hoped that it has portrayed the McQuesten neighbourhood accurately and has contributed favorably to its future.



Source: Planning and Development of Hamilton-Wentworth.

109 108 104 100 99 104 100 85 85 This is not a Legal Document. For Zoning Verification Please Contact City Building Department.	CITY OF HAMILTON McQUESTEN EAST ZONING
Neighbourhood Boundary Zoning Boundary.	SCALE 0 100 m 50 m NORTH
Prepared for The City of Hamilton by the Planning and Development Department of The Regional Municipality of Hamilton-Wentworth	PLANNING UNIT NO. 6511 — June 1985 — PAGE NO. 99



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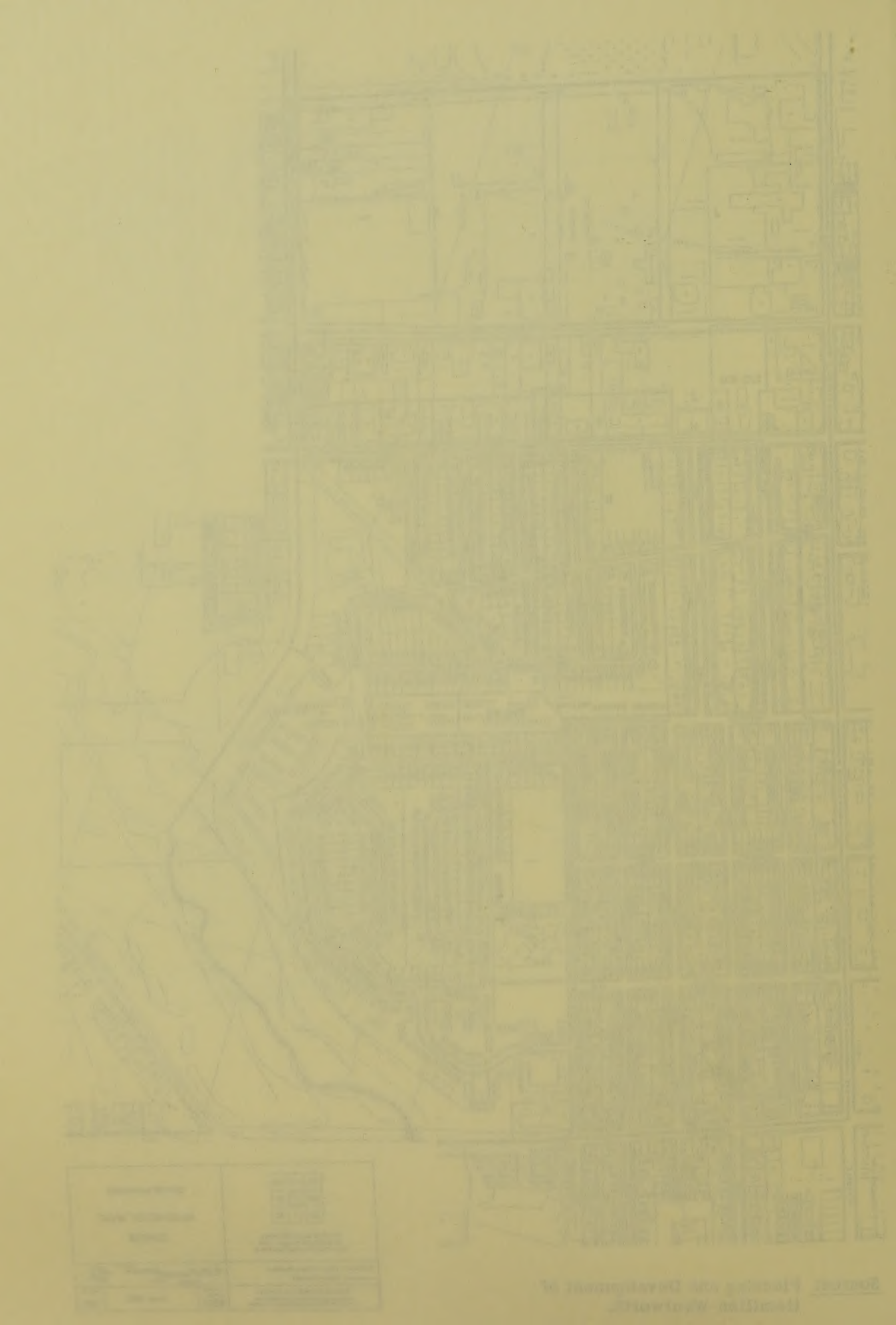

NEIGHBOURHOOD PROFILE

NEIGHBOURHOOD PROFILE

The purpose of this section is as follow:

1. To present a general statistical overview of the McQuesten East and McQuesten West neighbourhood planning boundaries.
2. To provide a general socio-economic background of the McQuesten East and West communities.
3. To compare the McQuesten East and West communities to the city of Hamilton as a whole.

This neighbourhood profile is divided into the following three sections:

1. Demographic Profile
2. Local Community Services
3. Utilization Rates

1. DEMOGRAPHIC PROFILE

Population by Age and Sex: McQuesten West 1985

	Males		Females		Total	
	No.	Percent	No.	Percent	No.	Percent
0 - 09	469	16.1	405	12.5	874	14.2
10 - 19	541	18.6	533	16.4	1074	17.4
20 - 29	588	20.2	641	19.8	1229	19.9
30 - 39	355	12.2	469	14.4	824	13.4
40 - 49	311	10.7	394	12.1	705	11.4
50 - 59	293	10.1	328	10.1	621	10.1
60 - 69	217	7.5	258	7.9	475	7.7
70 - 79	110	3.8	156	4.8	266	4.3
80 +	30	1.0	63	1.9	93	1.5
	2914	100.0	3247	100.0	6161	100.0

Age not known - 198 **Total** - 6359

Source: Planning and Development Department of Hamilton-Wentworth

Population by Age and Sex: McQuesten East 1985

	Males		Females		Total	
	No.	Percent	No.	Percent	No.	Percent
0 - 9	87	14.8	62	10.5	149	12.6
10 - 19	99	16.8	98	16.6	197	16.7
20 - 29	114	19.4	100	16.9	214	18.2
30 - 39	82	13.9	101	17.1	183	15.5
40 - 49	58	9.9	64	10.8	122	10.4
50 - 59	74	12.6	66	11.2	140	11.9
60 - 69	52	8.8	69	11.7	121	10.3
70 - 79	16	2.7	20	3.4	36	3.1
80 +	6	1.0	10	1.7	16	1.4
	588	100.0	590	100.0	1178	100.0

Age not known - 50 **Total** - 1228

Source: Planning and Development Department of Hamilton-Wentworth

Population Trends: McQuesten East and West

Year	Population	Percentage Change
1951	3,037	--
1956	6,419	111.4
1961	7,615	18.6
1966	8,393	10.2
1971	9,649	13.0
1976	8,869	-8.8
1981	7,944	-11.6
1985	7,587	-4.7

Sources: Statistics Canada and the Planning and Development Department of Hamilton-Wentworth

From 1951 to 1971 the McQuesten population substantially increased. In 1976 it began to decrease and has continued to steadily diminish.

Religious Affiliations

	McQuesten West		McQuesten East		City of Hamilton	
	No.	Percent	No.	Percent	No.	Percent
Catholic	2,380	36.0	695	52.7	182,170	33.9
Protestant:						
United Church	1,150	17.4	75	5.7	99,275	18.5
Anglican	1,200	18.1	125	9.5	83,445	15.5
Other	1,205	18.2	295	22.3	109,915	20.4
Eastern Orthodox	100	1.5	55	4.2	12,165	2.3
Jewish	20	0.3	-	-	4,295	0.8
No Religious Preference	435	6.6	75	5.7	39,705	7.4
Eastern Non-christian	25	0.4	-	-	6,075	1.1
Other	105	1.6	-	-	595	0.1
	6,620	100.0	1,320	100.0	537,640	100.0

Source: Statistics Canada, 1981

There is a considerably higher percentage of Catholics in the McQuesten community when compared to the city of Hamilton. Conversely, there is a much lower percentage of Protestants.

Education

	McQuesten West		McQuesten East		City of Hamilton	
	No.	Percent	No.	Percent	No.	Percent
Highest level of schooling:						
Less than grade 9	1,265	25.5	300	28.2	73,490	17.4
Grade 9-13 -without secondary certificate	2,090	42.1	420	39.4	129,570	30.6
-with secondary certificate	555	11.2	140	13.1	54,275	12.8
Trades certificate or diploma	240	4.8	60	5.6	16,045	3.8
Other non-university education:						
-without certificate	265	5.3	30	2.8	26,315	6.2
-with certificate	385	7.7	65	6.1	59,555	14.1

Continued ...

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Education

	McQuesten West		McQuesten East		City of Hamilton	
	No.	Percent	No.	Percent	No.	Percent
University -without degree	135	2.7	45	4.2	30,215	7.1
-with degree	35	0.7	5	0.5	33,300	7.9
	4,970	-	1,065	-	422,765	-

Source: Statistics Canada, 1981

Compared to the city of Hamilton, the McQuesten community has a much higher percentage of individuals without a secondary school diploma. In the McQuesten community there is a much lower percentage of university graduates.

Family Income

	McQuesten West		McQuesten East		City of Hamilton	
	No.	Percent	No.	Percent	No.	Percent
All families	1,745	100.0	355	100.0	146,875	100.0
Under $5,000	170	9.7	25	7.0	5,980	4.1
5,000 - 9,999	405	23.2	55	15.5	10,950	7.5
10,000 - 14,999	240	13.8	35	9.9	13,180	9.0
15,000 - 19,999	210	12.0	35	9.9	16,470	11.2
20,000 - 24,999	215	12.3	95	26.8	21,885	14.9
25,000 - 29,999	150	8.6	40	11.3	21,240	14.5
30,000 - 39,999	265	15.2	60	16.9	31,625	21.5
40,000 +	90	5.2	15	4.2	25,545	17.4

Source: Statistics Canada, 1981

There is a higher percentage of McQuesten residents earning less than 15,000 per year, as compared to the city of Hamilton. Alternately, there are a lower percentage of McQuesten residents with incomes over 25,000 per year.

Household Characteristics

	McQuesten West	McQuesten East	City of Hamilton
No. of families	1,755	360	81,900
Aver. # of persons per family	3.3	3.3	3.1
Aver. # of children per family	1.6	1.5	1.2
Husband-wife families	1,215	315	70,435
Husband-wife families as a % of all families	69.2	87.5	86.6
Lone-parent families	540	45	10,965
Lone-parent families as a % of all families	30.8	12.5	13.4

Source: Statistics Canada, 1981

In the McQuesten community the average number of persons and children per family are much higher, compared to the city average. The percentage of lone-parent families in McQuesten West is substantially higher than in the city of Hamilton. In McQuesten East the percentage of lone-parent families is lower than both McQuesten West and the city of Hamilton.

Occupied Private Dwellings

	McQuesten West	McQuesten East
Homeowners	805	350
Tenants	1,540	50
Total	2,345	400

Single detached	860	365
Single attached	475	15
Duplex	25	5
Apartment (5 or more storeys)	735	5
Apartment (less than 5 storeys)	250	10
Other	5	-
Source: Statistics Canada, 1981	2,350	400

Employment Characteristics

	McQuesten West		McQuesten East		City of Hamilton	
	No.	Percent of 15 +	No.	Percent of 15 +	No.	Percent of 15 +
Males 15 +	2,255		535		205,890	
In labour force	1,650	73.2	410	76.6	164,745	80.0
Employed	1,485	65.9	385	72.0	157,105	76.3
Unemployed	165	7.3	25	4.7	7,640	3.7
Not in labour force	600	26.6	120	22.4	41,140	20.0
Females 15 +	2,725		525		216,895	
In labour force	1,340	49.2	255	48.6	114,000	52.6
Employed	1,180	43.3	225	42.9	105,945	48.8
Unemployed	165	6.1	30	5.7	8,050	3.7
Not in labour force	1,385	50.8	270	50.5	102,890	47.4

Source: Statistics Canada, 1981

For both males and females, the unemployment rate in the McQuesten neighbourhood was much higher than the city of Hamilton.

Housing

	Hamilton	McQuesten West	McQuesten East
Total assisted housing	9,023	516	18
Total family units	4,664	469	18
O.H.C. family units	1,932	467	17
Rent suppliment	233	-	-
Private non-profit family units	1,162	2	1
Co-op family housing	474	-	-
Limited dividend family units	863	-	-
Total senior citizen units	4,278	44	-

continued ...

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Housing

	Hamilton	McQuesten West	McQuesten East
O.H.C. projects for seniors	3,027	16	-
Rent suppliment for seniors	233	12	-
Private non-profit senior units	1,018	16	-
Municipal non-profit senior units	-	-	-
Total handicapped units	81	3	-

Source: Social Planning and Research *"An Inventory of Assisted Housing in Hamilton-Wentworth"*. July 1983.

LOCAL COMMUNITY SERVICES

a) Schools

1. Parkdale Public School
2. Hillcrest Public School
3. Hillsdale Public School
4. Roxborough Park Public School
5. Woodward Avenue Public School
6. Sir Winston Churchill Secondary School
7. St. Helen's Separate School
8. St. Eugene's Separate School
9. Bishop Ryan Secondary School
10. Easthaven School for the Mentally Retarded

b) Churches

1. Church of the Good Shepherd
2. Church of the Incarnation
3. Parkdale Gospel Temple
4. St. David'd United Church
5. St. Eugene's Church
6. St. Mark's Syrian Church
7. St. Nicholas Ukranian Catholic Parish
8. Roxborough Presbyterian Church

c) Daycare

1. Center Daycare
   Strathearne Ave.
   Ages: 18 months - 6 years
   Time: full

2. Nash Road Daycare Nursery
   Nash Road
   Ages: 2½ - 5 years
   Time: full

3. Normanhurst Co-op Preschool
   Barton Street East
   Ages: 2½ - 5 years
   Time: Half days Tuesday to Friday

4. Playtime Day Nursery
   Parkdale Avenue south
   Ages: 2 - 5 years
   Time: full

d) Community Services

1. McQuesten Community Association and Community House
   48A Parkdale Avenue North
2. McQuesten Legal and Community Services
   360A Queenston Road (at Reid)
3. Child Find
   48A Parkdale Avenue North
4. Doors of Friendship Community School
   139 Parkdale Avenue North
5. Hamilton and District Association for the Mentally Retarded
   2 Heath Street
6. Hamilton Regional Indian Center
   1950 Barton Avenue North
7. McQuesten Community Services Journal
   48A Parkdale Avenue North
8. Ontario March of Dimes
   495 Woodward Avenue
9. Queenston Parent-Child Drop In Center
   349 Queenston Road
10. Roxborough Multi-Purpose Community Center
    16 Eastwood Avenue

e) Canada Employment Center

Strathbarton Mall
Barton Street East

f) Recreational Services

Hillcrest Park (baseball, fitness, soccer and tennis)
Mahoney Park
Parkdale Arena
Parkdale Park (fitness, pool, tennis and playlot)
Roxborough Park (baseball)

... continued

... Cont'd

f) Recreational Services

Roxborough School Park (outdoor playlot with supervisor)
Sir Winsten Churchill Recreation Center
St. Helen's (outdoor playlot with supervisor)

g) Political Representation

Municipal and Regional

McQuesten is located in Ward 4 and is being represented by:

David Christopherson, Alderman
City Hall
71 Main Street West
Hamilton, Ontario
L8N 3T4
Telephone: 526-2700

Geraldine Copps, Alderman
City Hall
71 Main Street West
Hamilton, Ontario
L8N 3T4
Telephone: 526-2700

Provincial

McQuesten is located in the Hamilton East riding and is represented by:
Bob MacKenzie, Member of Provincial Parliament
1522 Main Street East
Hamilton, Ontario
L8K 1E3
Telephone: 544-9644

Federal

McQuesten is part of the Hamilton East riding and is represented by:
Sheila Copps, Member of Parliament
1217 Main Street East
Hamilton, Ontario
L8K 1A3
Telephone: 547-7040

3. UTILIZATION RATES FOR SOCIAL SERVICES IN HAMILTON-WENTWORTH 1984

	McQuesten West		McQuesten East		City of Hamilton	
	No.	Rate/1000	No.	Rate/1000	No.	Rate/1000
AY/Alternatives for Youths	2	0.30	0	0.00	211	0.68
Big Brothers Association of Hamilton and District	28	4.22*	0	0.00	342	1.11
Catholic Children's Aid Society	27	4.07*	0	0.00	595	1.93
Catholic Social Services of Hamilton	20	3.02*	5	3.89*	751	2.44
Chedoke Child and Family Center	13	1.96	2	1.55	625	2.03
Children's Aid Society	36	5.43*	0	0.00	642	2.08
Child and Adolescent Services	33	4.98*	4	3.11*	517	1.68
Dundurn Community Legal Services	1	0.15	2	1.55*	140	0.45
Elizabeth Fry Society	8	1.21*	0	0.00	218	0.71
Family Services of Hamilton-Wentworth	47	7.09*	3	2.33	1,199	3.89
Extend -A-Family	2	0.30	0	0.00	129	0.42
John Howard Society of Hamilton	9	1.36*	0	0.00	366	1.19
McQuesten Legal and Community Services	74	11.16*	4	3.11*	528	1.71
Meals-on-Wheels	8	1.21	0	0.00	826	2.68
St. Matthew's House	29	4.38*	1	0.78	1,351	4.38
Victorian Order of Nurses	92	13.88	16	12.44	4,553	14.76
Visiting Homemakers Association	23	3.47	1	0.78	1,773	5.75

continued ...

... Cont'd

	McQuesten West		McQuesten East		City of Hamilton	
	No.	Rate/1000	No.	Rate/1000	No.	Rate/1000
Family Benefits Assistance (1981 rates)	418	63.34*	35	27.07*	7,129	23.23
General Welfare Assistance	246	37.12*	19	14.77	6,739	21.85
Population (based on 1982)	6,629		1,286		308,402	

* Indicates higher than city average.

Note: Unless otherwise stated, values are for 1984.

Source: The Social Planning and Research Council of Hamilton and District.

INTERVIEW HIGHLIGHTS

INTERVIEW HIGHLIGHTS

This section highlights some major concerns expressed by a number of local political figures and various social service agency representatives.

Sheila Copps M.P.
Hamilton East **Friday May 16, 1986**

Ms. Copps stressed a need for 24-hour daycare in the McQuesten area. She indicated that improved communication networks and health care facilities would better the McQuesten neighbourhood. As well, she expressed her concern over the housing situation in the area.

Shirley Collins
Alderman Ward 5 **Thursday May 22, 1986**

Shirley Collins stressed a need for more playgrounds in the McQuesten area. She emphasized the importance of integrating low-income families into society. She suggested that a Neighbourhood Watch Program would benefit the McQuesten community.

Norma Walsh and Mike Schuster
Social Services Department of the Regional
Municipality of Hamilton-Wentworth **Tuesday May 27, 1986**

Both stated that the McQuesten community was well serviced.

Basilia Iatomasi
McQuesten Legal & Community Services **Wednesday May 28, 1986**

Basilia mentioned a need for facilities for families in need of emergency shelter. She suggested that latch-key services should be introduced into the area. She also suggested a need for food banks.

Geraldine Copps
Alderman Ward 4 **Thursday May 29, 1986**

Mrs. Copps stated that *"adequate daycare allows people to become self-sufficient"*. She protested the practice of condensing low income families into one area. She also stated that extended hours are needed for local social services.

David Christopherson
Alderman Ward 4 **Thursday May 29, 1986**

Mr. Christopherson expressed a need for more transportation services for low-income families and senior citizens. He also stated that increased communication between the Alderman and the public was essential.

ob Morrow
layor of Hamilton **Friday May 30, 1986**

lr. Morrow made reference to the large number of single parent families in the McQuesten rea. He indicated that many of these families are of low income status. He also stated nat Hamilton is no longer the predominantly industrial town that it once was.

ister Katherine Godfrey, C.S.I.
:oordinator, Roxborough Multi-Purpose
:ommunity Centre **Monday June 2, 1986**

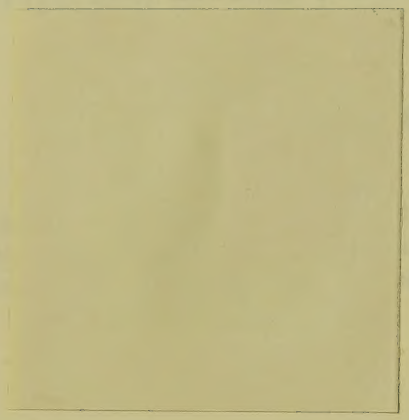
ister Katherine expressed a need for teen programs and specialized programs for senior itizens . She stated that *"social services tend to be over used downtown, and we need more ervices in the area"*. She also expressed a need for development in the areas of life skills, arenting, budgeting and self-help.

)ebbie Boyter
)irector, Queenston Parent-Child
)rop-In Centre **Thursday June 12, 1986**

)ebbie Boyter expressed a need for more affordable day-care in the area. She also agreed hat 24-hour daycare would be a valid service in the McQuesten community.

3ob MacKenzie M.P.P.
Member of Provincial Parliament **Saturday July 5, 1986**

3ob MacKenzie mentioned a concern regarding the state of psychiatric patients in the area. Ie also expressed a need for services for single parents in the community. Also he stated here is, in general, a lack of services for the elderly.



METHODOLOGY

METHODOLOGY

'ime Schedule

'he following represents a timetable of the 14 weeks alloted for this study:

1ay	12 to 30	- Fact finding, interviews and preparation of questionnaire.
une	2 to 5	- Proposal preparation.
une	5 to 11	- Testing of questionnaire.
une	12	- Board meeting, preparation of proposal and questionnaire.
une	12 to July 10	- Questionnaire sampling.
uly	10	- Board meeting, interim report.
uly	11 to August 11	- Non-response bias test and final report writing.
\ugust	12	- Planning Committee Meeting, presentation of final report draft.
\ugust	13	- Board meeting, formal presentation of final report.

Questionnaire Construction

The content of the questionnaire resulted from a number of concerns voiced by various persons interviewed at the onset of the study. A great amount of information was derived from literature, statistical data, interviews with key political figures and social service agency representatives. A draft of the questionnaire was submitted to the Social Planning and Research Council and suggestions were made concerning professional format. The information was then compiled and a final draft was submitted for Board approval and subsequent distribution.

Neighbourhood Divisions

For the purpose of comparison and analysis, the entire McQuesten area was divided into the following four sections:

Area 1 - The entire McQuesten East area: The boundaries for McQuesten East include the area east of Woodward Avenue, south of the C.N.R. tracks and southwest of the Red Hill Valley Creek.

Area 2 - The boundaries for this subsection of McQuesten West include the area east of Parkdale, northwest of Grimsby Avenue, west of Woodward Avenue and south of the C.N.R. tracks.

Area 3 - the boundaries for this subsection of McQuesten West include the area east of Parkdale, north of Queenston Road, west of Reid Avenue and south of Roxborough Avenue.

Area 4 - The boundaries for this subsection of McQuesten West include the area east of Reid Avenue, southeast of Grimsby Avenue, west of the Red Hill Creek and north of Queenston Road.

Sampling

Every dwelling, where possible, in the McQuesten neighbourhood was sampled. Businesses were not sampled because their needs differed somewhat from the rest of the community. Such a large sample size was chosen mainly because of an anticipated low response rate. The period in which this study was conducted coincided with the 1986 Census. Furthermore, this study was done during the summer, which is a high vacation period. Sampling almost every household eliminated the need for any form of random sampling and, thus, eliminated sampling error. Both mail and telephone respondents were assured anonymity.

Response Rate

The number of questionnaires sent out totalled 1,982. The number returned totalled 155. Thus, a 7.8% response rate was obtained.

The following apartments were not sampled due to the problem of access:

Addresses:	265 Melvin Avenue	235 units
	285 Melvin Avenue	69 units
	345 Melvin Avenue	24 units
	355 Melvin Avenue	119 units
	385 Queenston Road	67 units

It is realized that the elimination of such a large number of apartment dwellers is extremely biased. Thus, the large percentage of tenants in the McQuesten area are not well represented in the study.

uestionnaire Return Rate

The original closing date was scheduled for 30 June, 1986. Due to the response rate obtained, his date was extended to 18 July 1986.

he following represents the day-to-day cumulative return rates of questionnaires:

DATE	CUMULATIVE NUMBER
June 24	50
June 25	89
June 26	109
June 27	119
July 2	135
July 3	141
July 4	146
July 7	148
July 8	149
July 9	151
July 11	152
July 15	153
July 18	155

Returned Questionnaires - July 18, 1986

Area A		**%**	**Sent Out**
Males	- 4	1.0%	377
Females	- 22	5.8%	
Not Specified	- 3	0.8%	
	29	7.7%	

Area B		**%**	**Sent Out**
Males	- 8	1.4%	568
Females	- 33	5.8%	
Not Specified	- 3	0.5%	
	44	7.7%	

rea C		%	Sent Out
lales	- 6	1.3%	457
emales	- 24	6.4%	
ot Specified	- 3	0.3%	
	33	7.2%	

.rea D		%	Sent Out
lales	- 10	1.7%	580
emales	- 37	6.4%	
ot Specified	- 2	0.3%	
	49	8.4%	

Sent Out - 1982

Returned - 155 = 7.8%

lethods of Reminder

At the beginning of the questionnaire distribution, posters were distributed to various local usinesses reminding residents to complete their questionnaire. Leaflets were distributed to ll 1,982 households on July 8 and 9.

lon-Response Bias Test

Due to the response rate obtained for this study, it was necessary to perform a non-response ias test to compare characteristics of mailed respondents with non-mailed respondents.

Twenty-five residences from each of the four designated areas of McQuesten were contacted y telephone. More specifically, from each of the four designated areas, five city blocks were hosen at random. From each of these five city blocks, five residences were chosen at random. lso, each telephone respondent was asked, prior to the interview whether they had previously illed out the questionnaire. A total of 100 residences were randomly contacted by telephone.

Telephone Questionnaires - August 01, 1986

Area A	%	Number called
Males - 11	44 %	25
Females - 14	56 %	

Area B	%	Number called
Males - 12	48 %	25
Females - 13	52 %	

Area C	%	Number called
Males - 12	48 %	25
Females - 13	52 %	

Area D	%	Number called
Males - 11	44 %	25
Females - 14	56 %	

Number of calls - 100

In conclusion, the following represents a summary of the residential data accumulated for this study:

Sent out	1,982	
Received	155	(7.8 %)
Telephone Non-response		
Bias test	100	(5.0 %)
Total	255	(12.8 %)

A copy of the proposal, questionnaire, poster and leaflet, developed during the study, is located in the appendices of this report. An illustration of the area breakdowns appear in appendix D.

THE FINDINGS

THE FINDINGS

Since no significant difference exists, no mention will be made of the individual data ccumulated from the four previously designated areas. Rather this section includes the ombined data obtained from all four designated McQuesten neighbourhoods. Therefore, he number of returned mailed questionnaires total **155** and telephone interviews total **100** .

For the purposes of comparison, percentages are given in all tables. Where possible, bsolute numbers are given in parenthesis beside all percentages. Unless there is a ignificant difference between mail and telephone respondents, no mention will be made f the latter.

It should be noted that males between the ages of 25 and 44 are slightly better represented mong telephone respondents than among mail respondents. Correspondingly, female res- ondents in this same age group are better represented among mail respondents. This can e explained by the fact that telephone respondents were sampled after normal working hours nd this is a time when males are more likely to be at home. However, in most cases the esponses obtained from mail and telephone respondents were surprisingly similar.

ex and **Age** of respondents.

	Mail Respondents		Phone Respondents	
	% Male	% Female	% Male	% Female
3 - 24	2.6 (4)	11.0 (17)	7.0 (7)	8.0 (8)
5 - 34	5.8 (9)	24.5 (38)	17.0 (17)	22.0 (22)
5 - 44	1.9 (3)	19.4 (30)	14.0 (14)	14.0 (14)
5 - 54	4.5 (7)	7.7 (12)	6.0 (6)	4.0 (4)
5 +	2.6 (4)	12.9 (20)	2.0 (2)	6.0 (6)

7.1 (11) Age and or sex of mail respondent not specified

ex and **Age** of each member of respondent's family.

	Mail Respondents		Phone Respondents	
	% Male	% Female	% Male	% Female
0 - 4	14.2 (22)	9.0 (14)	25.0 (25)	26.0 (26)
- 10	17.4 (27)	13.5 (21)	28.0 (28)	23.0 (23)
- 15	16.8 (26)	12.3 (19)	9.0 (9)	8.0 (8)
- 20	15.5 (24)	16.8 (26)	13.0 (13)	7.0 (7)
- 25	14.2 (22)	16.1 (25)	9.0 (9)	13.0 (13)
- 30	11.0 (17)	12.9 (20)	19.0 (19)	21.0 (21)
- 35	9.7 (15)	14.8 (23)	12.0 (12)	14.0 (14)
- 40	8.4 (13)	12.9 (20)	12.0 (12)	18.0 (18)
- 45	7.7 (12)	6.5 (10)	8.0 (8)	10.0 (10)
- 50	9.0 (14)	10.3 (16)	12.0 (12)	14.0 (14)
- 55	5.2 (8)	7.1 (11)	5.0 (5)	-
- 60	3.9 (6)	4.5 (7)	2.0 (2)	2.0 (2)
ver 60	12.3 (19)	7.1 (11)	6.0 (6)	6.0 (6)

n your **Present Accommodation** you are a:

	% Mail	% Phone
lomeowner	52.3 (81)	65.0 (65)
enant	33.5 (52)	34.0 (34)
lo response	14.2 (22)	1.0 (1)

low long have you lived in your **Present Accommodation?**

	% Mail	% Phone
ess than one year	11.0 (17)	23.0 (23)
- 2 years	13.5 (21)	15.0 (15)
- 5 years	14.2 (22)	24.0 (24)
- 10 years	14.8 (23)	7.0 (7)
lore than 10 years	41.3 (64)	30.0 (30)
lo response	5.2 (8)	1.0 (1)

he **Type of Accommodation** you are currently living in:

	% Mail	% Phone
ingle detatched	44.5 (69)	70.0 (70)
emi-detatched	25.8 (40)	12.0 (12)
ow or town house	17.4 (27)	5.0 (5)
bove a store	0.6 (1)	1.0 (1)
ighrise apartment	0.6 (1)	5.0 (5)
owrise apartment	4.5 (7)	5.0 (5)
ther	1.9 (3)	-

re you presently:

	% Mail	% Phone
orking full-time	27.7 (43)	41.0 (41)
orking part-time	16.1 (25)	11.0 (11)
nemployed	8.4 (13)	15.0 (15)
housewife	25.8 (40)	17.0 (17)
etired	7.7 (12)	6.0 (6)
student	7.1 (11)	8.0 (8)
ther	7.7 (12)	1.0 (1)

---

re you presently a **Shift Worker?**

	% Mail	% Phone
es	9.7 (15)	19.0 (19)
o	72.3 (112)	78.0 (78)
o response	18.1 (28)	3.0 (3)

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our **Approximate Net Family Income** from all sources, before taxes, in 1985?

	% Mail	% Phone
ess than 3,000	7.1 (11)	-
3,000 to 4,999	3.2 (5)	-
5,000 to 6,999	6.5 (10)	2.0 (2)
7,000 to 9,999	12.9 (20)	5.0 (5)
0,000 to 12,999	7.7 (12)	5.0 (5)
3,000 to 15,999	3.9 (6)	7.0 (7)
6,000 to 19,999	7.1 (11)	6.0 (6)
0,000 to 24,999	10.3 (16)	12.0 (12)
5,000 to 29,999	12.3 (19)	9.0 (9)
ver 30,000	16.8 (26)	18.0 (18)
lo response	12.3 (19)	36.0 (36)

Are you, or any member of your family, **Familiar** with the following local services **Within the McQuesten Area?**

	People Familiar with Local Social Services	
	% Mail	% Telephone
Child Find	14.2 (22)	23.0 (23)
Doors of Friendship	31.6 (49)	56.0 (56)
East Region Mental Health Services	15.5 (24)	33.0 (33)
Hamilton & District Association for the Mentally Retarded	16.1 (25)	31.0 (31)
Hamilton Regional Indian Center	12.3 (19)	21.0 (21)
McQuesten Community Association	34.2 (53)	40.0 (40)
McQuesten Community Services Journal	27.1 (42)	44.0 (44)
McQuesten Legal & Community Services	55.5 (86)	52.0 (52)
Ontario March of Dimes	22.6 (35)	31.0 (31)
Queenston Parent-Child Drop-In Center	48.5 (75)	53.0 (53)
Roxborough Community Center	26.5 (41)	20.0 (20)
Other	7.1 (11)	-

The social services cited as being most familiar to the respondents are the McQuesten Community Association (34.2%), McQuesten Legal and Community Services (55.5%) and The Queenston Parent-Child Drop-In Centre (48.5%). The remaining eight social services have a lower familiarity rate.

How Many Times

	% Mail					% Phone				
	0	1-2	3-5	6-10	10+	0	1-2	3-5	6-10	10+
Child Find	43.2				0.6	28.0	5.0			
Doors of Friendship	41.2	1.3			2.6	26.0	12.0	1.0		11.0
East Region Mental Health Services	40.0	1.9			0.6	30.0	3.0			
Hamilton and District Assoc. for Mentally Retarded	38.7	0.6			1.3	29.0	1.0			
Hamilton Regional Indian Center	38.7	1.9	0.6		0.6	30.0	2.0			
McQuesten Community Assoc.	39.4	1.9	0.6	1.3	0.6	29.0	7.0			
McQuesten Community Services Journal	39.4	3.9	1.3	0.6	0.6	28.0	9.0			
McQuesten Legal and Community Services	36.8	9.0	1.3	0.6	0.6	26.0	15.0	2.0		
Ontario March of Dimes	41.2	1.3			0.6	24.0	2.0		1.0	1.0
Queenston Parent-Child Drop-In Center	40.6	1.3	1.3	0.6	1.9	25.0	3.0	4.0	1.0	3.0
Roxborough Community Center	33.5	3.9		0.6	1.3	29.0	3.0			5.0
Other	26.4	1.3			2.5	5.0				

The most frequently utilized services in the McQuesten area are the McQuesten Legal and Community Services and the McQuesten Community Services Journal. The remaining services are not well utilized by the respondents.

you participate in any community organizations **Outside of the McQuesten Area?**

	% Mail	% Phone
	72.9 (113)	87.0 (87)
s	22.6 (35)	11.0 (11)
response	27.1 (42)	2.0 (2)

e majority of respondents (72.9%) do not use outside services.

---

at social services would you like to see **Offered or Improved** in the McQuesten Community?

	Offered		Improved	
	% Mail	% Phone	% Mail	% Phone
ult education and retraining	19.4 (30)	7.0 (7)	6.5 (10)	-
cohol abuse counselling	29.0 (45)	6.0 (6)	5.2 (8)	-
ild lunch programs	23.9 (37)	9.0 (9)	3.2 (5)	-
edit counselling	19.4 (30)	20.0 (20)	4.5 (7)	4.0 (4)
ycare	15.5 (24)	13.0 (13)	7.1 (11)	-
mestic violence counselling	23.2 (36)	19.0 (19)	5.8 (9)	1.0 (1)
ug counselling	24.5 (38)	18.0 (18)	4.5 (7)	-
nic organizations	8.4 (13)	11.0 (11)	5.2 (8)	-
mily counselling	20.6 (32)	9.0 (9)	5.2 (8)	3.0 (3)
od bank	17.4 (27)	17.0 (17)	6.5 (10)	3.0 (3)
o counselling	25.2 (39)	15.0 (15)	5.8 (9)	2.0 (2)
gal aid	16.1 (25)	15.0 (15)	7.7 (12)	5.0 (5)
gal aid (24 hours)	20.0 (31)	12.0 (12)	5.8 (9)	2.0 (2)
w cost moving assistance	25.2 (39)	9.0 (9)	3.2 (5)	3.0 (3)
rriage counselling	18.1 (28)	12.0 (12)	6.5 (10)	1.0 (1)
dical health clinics	19.4 (30)	8.0 (8)	6.5 (10)	3.0 (3)
ntal health clinics	9.7 (15)	24.0 (24)	7.7 (12)	-
ighbourhood Watch Program	32.9 (51)	22.0 (22)	11.0 (17)	-
n-profit housing assistance	22.6 (35)	14.0 (14)	11.6 (18)	2.0 (2)

continued ...

Cont'd

	Offered		Improved	
	% Mail	% Phone	% Mail	% Phone
lf help / support groups	18.7 (29)	13.0 (13)	6.5 (10)	2.0 (2)
rvices for latch-key children	21.3 (33)	12.0 (12)	7.1 (11)	-
ecialized programs for disabled	18.1 (28)	11.0 (11)	9.0 (14)	2.0 (2)
ecialized programs for seniors	19.4 (30)	12.0 (12)	8.0 (13)	1.0 (1)
pport for victims of crime	23.9 (37)	14.0 914)	6.5 (10)	1.0 (1)
pport houses for women	22.6 (35)	12.0 (12)	5.2 (8)	1.0 (1)
elfare counselling	16.8 (26)	4.0 (4)	5.2 (8)	-
her	7.7 (12)	1.0 (1)	1.9 (3)	-

espondents most often indicate a need for alcohol abuse counselling (29.0 %), child lunch ograms (23.9 %), domestic violence counselling (23.2 %), drug counselling (24.5 %), job unselling (25.2 %) and a Neighbourhood Watch Program (32.9 %).

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e you or any member of your family, **Familiar** with the following recreational services **or Around** the McQuesten area?

	People Familiar with Local Recreational Services	
	% Mail	% Telephone
llcrest Park	34.8 (54)	46.0 (46)
ahoney Park	49.7 (77)	51.0 (51)
rkdale Arena	60.6 (94)	60.0 (60)
rkdale Park	54.8 (85)	52.0 (52)
oxborough Park	48.4 (75)	58.0 (58)
oxborough School	42.6 (66)	50.0 (50)
r Winston Churchill	62.6 (97)	54.0 (54)
. Helen's	32.3 (50)	29.0 (29)
her	3.9 (6)	2.0 (2)

ie three most recognized recreational facilities in the McQuesten community are the rkdale Arena (60.6 %), Parkdale Park (54.8 %) and the Sir Winston Churchill Centre (62.6 %). ie remaining recreational services are reasonably well known to McQuesten respondents.

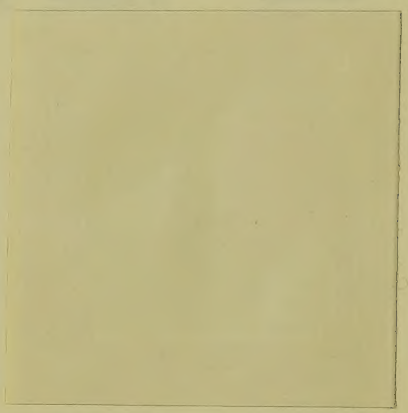
	How Many Times									
	% Mail					% Phone				
	0	1-2	3-5	6-10	10+	0	1-2	3-5	6-10	10+
Hillcrest Park	35.5	33.2	1.9	0.6	3.9	20.0	6.0	7.0	2.0	9.0
Mahoney Park	32.9	6.5	3.9	1.3	3.2	30.0	8.0	1.0		8.0
Parkdale Arena	33.5	6.5	4.5	3.2	8.4	29.0	5.0	2.0		6.0
Parkdale Park	31.0	4.5	4.5	3.9	9.7	27.0	7.0	3.0		14.0
Roxborough Park	33.5	2.6	1.9	0.6	5.8	30.0	9.0	2.0		2.0
Roxborough School	29.7	7.1	5.8	1.9	7.7	31.0	2.0	2.0	2.0	3.0
Sir Winston Churchill Center	31.0	7.7	9.0	2.6	17.4	31.0	2.0	2.0		8.0
St. Helen's	30.3	2.6	2.6	1.3	6.5	31.0	2.0	1.0		
Other	21.3	1.3			1.9	5.0	1.0			

The most widely used recreational facility, as indicated by respondents, was the Sir Winston Churchill Center. The remaining recreational services are not well utilized.

t recreational services would you like to see **Offered or Improved** in the Questen Community?

	Offered		Improved	
	% Mail	% Phone	% Mail	% Phone
ılt dances	26.5 (41)	5.0 (5)	3.2 (5)	-
obics	20.6 (32)	12.0 (12)	1.9 (3)	1.0 (1)
s	16.1 (25)	10.0 (10)	1.3 (2)	1.0 (1)
eball areas	7.1 (11)	14.0 (14)	7.7 (12)	2.0 (2)
ıcerts	26.5 (41)	19.0 (19)	2.6 (4)	1.0 (1)
ness programs	28.4 (44)	24.0 (24)	7.1 (11)	1.0 (1)
tball areas	5.2 (8)	19.0 (19)	5.8 (9)	1.0 (1)
ckey rinks	9.0 (14)	10.0 (10)	8.4 (13)	2.0 (2)
re recreational centers	25.2 (39)	16.0 (16)	7.1 (11)	7.0 (7)
ks	12.3 (19)	11.0 (11)	8.4 (13)	7.0 (7)
ygrounds & equipment	14.9 (23)	14.0 (14)	11.0 (17)	2.0 (2)
-teen activities	21.9 (34)	14.0 (14)	9.7 (15)	2.0 (2)
creational activities for abled	16.1 (25)	19.0 (19)	9.7 (15)	2.0 (2)
creational activities for iors	20.6 (32)	15.0 (15)	8.4 (13)	3.0 (3)
ting rinks	16.8 (26)	8.0 (8)	9.7 (15)	1.0 (1)
cer fields	7.7 (12)	20.0 (20)	3.2 (5)	4.0 (4)
en recreational programs	16.1 (25)	10.0 (10)	12.9 (20)	4.0 (4)
nis	10.3 (16)	8.0 (8)	7.3 (11)	1.0 (1)
leyball courts	11.6 (18)	10.0 (10)	4.5 (7)	-
ding pool	24.5 (38)	25.0 (25)	9.0 (14)	-
ıer	12.2 (19)	-	4.5 (7)	-

ny respondents indicated a need for adult dances (26.5%), concerts (26.5%), fitness ograms (28.4%), recreational centers (25.2%) and wading pools (24.5%).



; there, in your opinion, a need for sufficient affordable daycare in the McQuesten area?

	% Mail	% Phone
es	32.3 (50)	52.0 (52)
o	6.5 (10)	22.0 (22)
ot sure	46.5 (72)	26.0 (26)
o response	14.8 (23)	-

large percentage (32.3%) of respondents feel there is a need for sufficient, affordable aycare. Only 6.5% feel there is no further need for such a service.

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ould you like to see a 24 hour daycare center?

	% Mail	% Phone
es	39.4 (61)	40.0 (40)
o	13.5 (21)	23.0 (23)
ot sure	38.1 (9)	36.0 (36)
o response	10.3 (16)	1.0 (1)

large proportion (39.4%) of respondents feel there is a need for 24 hour daycare. Only 3.5% feel there is no need for this service in the McQuesten area.

What do you consider to be the major problem(s) associated with **Young People** in the McQuesten neighbourhood?

	% Mail	% Phone
No problems at all	7.7 (12)	14.0 (14)
Nothing for them to do	39.4 (61)	24.0 (24)
Unemployment	53.5 (83)	43.0 (43)
Not enough youth oriented recreational services	38.7 (60)	34.0 (34)
Not enough youth oriented social services	29.7 (46)	29.0 (29)
Gangs	28.4 (44)	34.0 (34)
Alcohol	36.1 (56)	19.0 (19)
Loitering	43.2 (67)	23.0 (23)
Theft	36.8 (57)	28.0 (28)
Violence	22.6 (35)	26.0 (26)
Bad attitude	52.3 (81)	15.0 (15)
Other	10.3 (16)	5.0 (5)

Many respondents feel the major problems associated with young people are unemployment (53.5%) bad attitudes (52.3%) and loitering (43.2%).

What do you feel are some of the major problems facing **Senior Citizens** in the McQuesten area?

	% Mail	% Phone
No problems at all	7.7 (12)	25.0 (25)
Inadequate social services	25.2 (39)	26.0 (26)
Inadequate recreational services	32.9 (51)	32.0 (32)
Insufficient number of low cost housekeeping services	32.3 (50)	38.0 (38)

continued ...

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	% Mail	% Phone
Lack of transportation	21.3 (33)	24.0 (24)
Not enough specialized medical facilities	31.6 (49)	26.0 (26)
Inadequate number of nearby Shopping facilities	24.5 (38)	27.0 (27)
Vunerability to crime	41.3 (64)	30.0 (30)
Other	58.0 (9)	1.0 (1)

41.3% of respondents are concerned about the vulnerability of seniors to crime. 32.9% feel that existing recreational services for seniors are inadequate. 31.6% feel specialized medical facilities for seniors are needed. 25.2% feel there is a need for social services, in general, for the elderly.

How would you **Rate** the following:

	Poor		Fair		Good	
	% Mail	% Phone	% Mail	% Phone	% Mail	% Phone
Housing conditions	9.0 (14)	55.0 (55)	50.3 (78)	27.0 (27)	43.2 (67)	12.0 (12)
Cond. of streets	34.8 (54)	57.0 (57)	34.2 (53)	32.0 (32)	47.7 (74)	11.0 (11)
Bus services	9.7 (15)	34.0 (34)	33.5 (52)	35.0 (35)	41.9 (65)	21.0 (21)
Police protection	15.5 (24)	41.0 (41)	45.8 (71)	34.0 (34)	36.8 (57)	24.0 (24)

Many of the respondents indicate that housing conditions are fair. Many feel that the condition of streets are good. Many feel that bus services are good and that police protection is fair.

low **Concerned** are you about the following:

	Not Concerned		Concerned		Very Concerned	
	% Mail	% Phone	% Mail	% Phone	% Mail	% Phone
rime	6.5 (10)	29.0 (29)	38.7 (60)	55.0 (55)	43.2 (67)	17.0 (17)
uvenile delinquency	7.1 (11)	29.0 (29)	34.2 (53)	54.0 (54)	47.7 (74)	17.0 (17)
ollution	6.5 (10)	24.0 (24)	39.5 (61)	51.0 (51)	36.1 (56)	23.0 (23)
raffic flow	23.8 (37)	22.0 (22)	38.1 (59)	54.0 (54)	24.5 (38)	23.0 (23)
ousing conditions	23.2 (36)	27.0 (27)	36.8 (57)	47.0 (47)	21.9(34)	27.0 (27)
ond. of streets	12.3 (19)	29.0 (29)	40.0 (62)	51.0 (51)	38.1 (59)	20.0 (20)
us services	34.2 (53)	43.0 (43)	32.3 (50)	38.0 (38)	15.5 (24)	19.0 (19)
olice protection	20.6 (32)	36.0 (36)	31.6 (49)	51.0 (51)	32.2 (50)	13.0 (13)

Many respondents indicate that they are very concerned about crime. Many are very concerned bout juvenile delinquency. A large percentage are concerned about traffic flow, housing onditions and the conditions of streets. Many respondents are not concerned about bus services. Many are either concerned or very concerned about police protection.

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general, do you feel adequately served by the community services in your area?

	% Mail	% Phone
es	41.9 (65)	25.0 (25)
o	20.6 (32)	35.0 (35)
ot sure	33.5 (52)	40.0 (40)
o response	3.9 (6)	-

1.9% of mail respondents feel adequately served by community services; only 25.0% of elephone respondents feel adequately served.

Would you be willing to volunteer your time to community programs?

	% Mail	% Phone
Yes	53.5 (83)	86.0 (86)
No	41.3 (64)	13.0 (13)
No response	5.2 (8)	1.0 (1)

A very large percentage of respondents indicate that they would be willing to volunteer their time to community programs. The larger percentage of willing telephone volunteers may be a result of them being more likely to say yes when speaking directly to a researcher.

SUMMARY AND CONCLUSION

SUMMARY AND CONCLUSION

In conclusion, there is a general lack of awareness in the McQuesten area. This lack of awareness is particularly apparent in the area of social services. Many respodents were not aware of the number and type of activities available in their community. Therefore, these services go unused, but not for lack of need. It is up to the various agencies to make their resources known to those in need.

Many respondents asked, in the comment section of the questionnaire, for more information concerning various services. This indicates that there is, in fact, a need for the services currently being offered in the McQuesten area. Individuals requiring assistance need to be made more aware of the existence of certain services. Many respondents also expressed a concern over large groups in the McQuesten population (such as youths and seniors) who seem to be lacking in specialized services. Many respondents also expressed a concern over the issues of daycare and crime in the area.

The data has demonstrated that there is a need for improved community services within the McQuesten community. More importantly, there is a need for greater awareness of existing services and activities. It is believed that this study has accurately reflected the current needs of the neighbourhood. It is hoped that in the future the information compiled from this study will be used to benefit the McQuesten community.

RECOMMENDATIONS

RECOMMENDATIONS

It was the final purpose of this study to make concrete recommendations to the McQuesten Community Association (hereby refered to as the Association) based on the data accumulated from questionnaires and other sources. This study is not intended to discredit the work of various local and outlying agencies. It is simply meant for agencies to use as a guide for future development.

For the sake of clarity, only mail respondents will be referred to in this section. However, when there is a significant difference between mail and telephone respondents, reference will be made to the latter. Since two totally different methods of sampling were used, the data cannot be combined, only compared. Perhaps, significant differences between mail and telephone respondents may indicate that there is a considerable difference between people who sent in questionnaires and people who did not.

To simplify matters, neither mail nor telephone data will be broken up into areas. However, if there is a significant difference among certain areas this will be pointed out.

Above all, it should be noted that the following are only recommendations. Since many important variables, included in the questionnaire, are not cited in this section, reference should be made to the original questionnaire data available in the section on findings.

Social Services

In regard to familiarity of social services, the most frequently cited were the McQuesten Community Association (34.2%), McQuesten Legal and Community Services (55.5%) and The Queenston Parent-Child Drop-In Centre (48.5%).

Since the remaining eight social services (See appendix B - questionnaire - question 1) have a mean familiarity rate of 20.7%, it is suggested that more awareness is needed. Various local social service agencies need to make themselves better known to McQuesten residents, through publicity.

Concerning social service utilization, the most widely used services in the McQuesten area are the McQuesten Legal and Community Services and the McQuesten Community Services Journal.

The low utilization rates for the remaining services (See appendix B - questionnaire - question 2) suggest either a lack of awareness or a lack of need for the services currently being offered in the McQuesten area.

In response to the question concerning utilization of services outside the McQuesten area, 72.9% of all respondents stated that they did not use these outside services. This could indicate, as does the utilization data for local services, a lack of awareness concerning outside social services or it simply may suggest a lack of need for these services.

Many respondents indicated a need for, among other things, alcohol abuse counselling (29.0%), child lunch programs (23.9%), domestic violence counselling (23.2%), drug counselling (24.5%), job counselling (25.2%), and Neighbourhood Watch Programs (32.9%). It is recommended that the Association take these suggestions into consideration when developing future programs.

When asked whether they felt adequately served by local community services 41.9% of all respondents said yes, 20.6% said no and 33.5% said that they were not sure. Surprisingly, 25% of all telephone respondents said yes, 35% said no and 40% said that they were not sure. This discrepancy could be due to the difference in the methods of sampling used. Since in both cases more than half of the respondents were unsure about or unhappy with current community services, it is recommended that the Association continue to offer or improve services in the McQuesten area.

Recreation

The three most recognized recreational facilities in the McQuesten community were the Sir Winston Churchill Centre (62.8%), Parkdale Arena (60.6%) and Parkdale Park (54.8%). The remaining recreational services were reasonably well known to McQuesten respondents.

Surprisingly, these recreational services were not well utilized by questionnaire respondents. The most widely used was the Sir Winston Churchill Centre; only 17.4% of all respondents claimed to have used this service more than ten times.

Many respondents indicated a need for the following recreational services: adult dances (26.5%), concerts (26.5%), fitness programs (28.4%), wading pools (24.5%) and more recreational services in general (25.2%).

When asked whether they would be willing to volunteer their time to community programs an impressive 41.3% said yes.

It is recommended that the Association, and those involved in recreational activities, consider the findings when planning future programs.

Since a large percentage of respondents said they were interested in volunteering their time and since most indicated an interest in volunteering for recreational programs, new and improved recreational programs seem relatively feasible.

Daycare

When asked if there was a need for sufficient affordable daycare in the McQuesten community 6.5% said no, 32.3% said yes, and 46.5% said that they were not sure. When asked whether there was a need for 24-hour daycare, 13.5% said no, 39.4% said yes, and 38.1% said that they were not sure.

Eliminating those unfamiliar with, or undecided about, the issue of daycare, it can be stated that the majority of respondents feel there is a need for improved daycare facilities in the McQuesten neighbourhood. In fact, one respondent stated that the *"most pressing need [in the McQuesten community] is affordable daycare".*

The large number of low income and single parent families in the McQuesten area make the need for affordable daycare services necessary. It is recommended that this issue be considered for further examination by the proper authorities.

Youth

When asked to indicate the major problems associated with young people in the McQuesten community 39.4 % of respondents stated that young people have nothing to do, 43.2 % stated loitering was a major concern, 52.3 % stated young people simply have a bad attitude and 53.5 % stated unemployment among youths is a growing problem.

One respondent remarked that *"youth does not seem to do anything but hang around store fronts [with no] involvement in other activities". This respondent further stated that "parents of some kids* ***don't*** *give a ... about their kids".*

One respondent recommended that the Association should *"help interest the teenagers so they stay off the streets and out of trouble".* One respondent stressed a need for *"more activities for children and teens".* It was also recommended that the Association, or related authorities, *"create jobs for younger people to help them get the experience they need".*

It is further recommended, that the Association, among other things, initiate a Neighbourhood Hire a Teen Program, an Adopt a Grandparent Program and a youth counselling program.

Crime

In regard to crime in the McQuesten area, 6.5 % of all respondents stated that they were not concerned with this issue. The majority of the respondents were either concerned or very concerned about crime (38.7 % and 43.2 % respectively). In regard to juvenile delinquency, 7.1 % were not concerned, 34.2 % were concerned and 47.7 % were very concerned. The majority of respondents (42.8 %) felt police protection was fair and a large percentage (36.8 %) felt it was good. However, a great percentage of respondents were either concerned or very concerned (31.6 % and 32.2 % respectively) about police protection.

Since crime, in general, is such a major concern in the McQuesten area, and since 32.9 % of all respondents indicated a need for a Neighbourhood Watch Program, it is recommended that the Association consider running this type of program in the near future. In regard to juvenile delinquency, it is recommended that the Association review the comments listed in the section on youth. Concerning police, it is suggested that the Association, the police and other related agencies work together for the benefit of the community.

Seniors

13.6% of the McQuesten population is over the age of 60. A large proportion of respondents (41.3%) indicated they were concerned about the vulnerability of seniors to crime. 32% of respondents felt that there were inadequate recreational services available for seniors. 25.2% of respondents indicated a need for more social services for the elderly. 31.6% of respondents stated there is not an adequate number of nearby medical facilities specializing in geriatrics.

Courses and seminars should be initiated by the Association in order to reduce senior citizens' vulnerability to crime. A Neighbourhood Watch Program, self defense courses and courses for seniors in general, may help to reduce the risk of victimization. Specialized programs for seniors in the recreational and social veins, should be initiated by the Association or related agencies, in the near future. More awareness as to the general needs of seniors should be brought to the attention of the public, as well as to the appropriate agencies.

Environment

When the question of pollution was mentioned, a total of 36.1% of respondents indicated they were very concerned about pollution in the McQuesten community, more specifically, the Red Hill Valley Creek needs to be examined in order to determine the health risks, if any, to nearby residents. One resident suggested that *"cleaning up the area"* may help solve the problem of pollution in the Red Hill Valley and *"make it a better place"* in general. This environmental concern is of special interest to the McQuesten residents as the Red Hill Valley makes up one of the community's boundaries. Another respondent suggested that we *"not forget the natural beauty of Red Hill Creek"*. Further, the respondent suggested that if it was made *"into a beautiful park, the Red Hill Creek would be the pride of Hamilton"*.

34.8% of respondents stated the conditions of streets were poor. 40% of respondents indicated that they were concerned about the condition of streets. Also, 38.1% of respondents stated they were concerned about traffic flow. Many respondents felt Roxborough Avenue was in poor condition. One respondent in particular commented that *"Roxborough Avenue is the biggest mess between Parkdale [Avenue North] and Reid Avenue. Will it ever be repaired?"* Attention should be brought to the Aldermen, representing the area, as to the state of disrepair of Roxborough Avenue.

Housing Conditions

Concerning housing conditions, 50.3% of respondents rated them fair and 36.8% of respondents were concerned about the housing situation. 33.5% of respondents claim to be tenants, and thus are not totally responsible for the conditionof their living accommodations. Therefore, it is recommended that relevant authorities review the issue of housing to ensure that both tenant and landlord are contributing to the maintenance of basic living conditions.

Some areas of McQuesten have pockets of low income and subsidized housing. These are not the most ideal of conditions as the grouping of low income and subsidized housing creates problems, as evident in McQuesten West. Therefore, it is suggested that more integration among the income levels be exercised.

APPENDICES

APPENDIX A

McQUESTEN COMMUNITY DEVELOPMENT PROJECT

RESEARCH PROPOSAL

McQUESTEN COMMUNITY ASSOCIATION

NEIGHBOURHOOD STUDY AND NEEDS ASSESSMENT

ENTED TO : THE BOARD OF DIRECTORS
THE McQUESTEN COMMUNITY ASSOCIATION

ITTED BY : JUDY GERENCSER AND ANNE KUSZCZAK

DED BY : THE SUMMER EMPLOYMENT / EXPERIENCE
DEVELOPMENT (S.E.E.D.) PROGRAM

: 12 JUNE 1986

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STUDY PROPOSAL

Within the confines of the following proposal the McQuesten Community Association request support in its endeavour to study the impact of community based organizations on McQuesten residents. It is the intent of the authors to conduct this study in a manner conducive to unbiased and accurate research methods. Comments concerning the research outline will be welcomed and appreciated.

Judy Derenser

Anne Kuszezak

Neighbourhood Researchers

PROJECT OVERVIEW

This study will be conducted by Anne Kuszczak of Brock University and Judy Gerencser of McMaster University. This study will be funded by the Summer Employment / Experience Development (S.E.E.D.) Program and will take place between 12 May 1986 and 15 August 1986. The project will be limited to wages and an incidental expense budget of $560.00.

The scope of the study will be limited to the McQuesten East (population 1228) and McQuesten West (population 6359) neighbourhood planning boundaries. The entire area will be divided into the following four sections:

AREA 1 - The entire McQuesten East area. The boundaries for McQuesten East include the area east of Woodward Avenue, south of the C.N.R. tracks and southwest of the Red Hill Valley Creek.

AREA 2 - The boundaries for this subsection of McQuesten West include, the area east of Parkdale, northwest of Grimsby Avenue, west of Woodward Avenue and south of the C.N.R. tracks.

AREA 3 - The boundaries for this subsection of McQuesten West include, the area east of Parkdale, north of Queenston Road, west of Reid Avenue and south of Roxborough Avenue.

AREA 4 - The boundaries for this subsection of McQuesten West include, the area east of Reid Avenue, southeast of Grimsby Avenue, west of the Red Hill Creek and north of Queenston Road.

It is totally impossible to obtain an accurate population count for the three previously designated areas of McQuesten West. However, in all four areas, questionnaires will be distributed to approximately every house. Commercial establishments will not be included for reasons that will be given further along in the proposal. A total of 2,000 questionnaires will be distributed accordingly.

STUDY GOALS AND OBJECTIVES

This study was initiated by the McQuesten Community Association in response to a need for public feedback regarding local community services. Murray Kilgour, president and Brian Owen, Secretary of the Association's Board of Directors, will be key supervisory figures throughout the study.

The four main objectives of the study are as follows:

1. To identify, analyse and address the concerns of the residents in the McQuesten area.
2. To accept input from the residents and to formulate recommendations from their input.
3. To evaluate the services provided and make determinations to their fullfillment of community needs.
4. To increase awareness of community programs and stimulate participation in organizing same.

QUESTIONNAIRE CONSTRUCTION

Information from several sources will be used to evaluate community development within the McQuesten neighbourhood. The prime source of information will be obtained from the results of the questionnaire distributed in the McQuesten area. Additional information will be derived from literature, statistical data, interviews with key political figures and social service agency representatives.

A number of issues, relevant to the McQuesten area, will be addressed in order to evaluate the input of community, social and recreational services. Reference will be made to possible future endeavours of the Association.

The questionnaire will address the following topics:

-Daycare
-Housing
-Juvenile Delinquency
-Recreation
-Seniors
-Single Parents
-Social Services in General
-Unemployment
-Youth

During the course of the study, it is presumed that this list will be altered.

RESEARCH METHOD

A total of 2,000 questionnaires will be distributed among the previously mentioned divisions of the McQuesten community. Since the needs of McQuesten businesses are somewhat different from those of the residents, only residential areas within the McQuesten boundaries will be included in the sampling procedure. A questionnaire will be delivered to every household, thus, wliminating the need for any form of randum sampling. It is expected that a majority of the residents will return their completed questionnaire, in the supplied self-addressed postage-free envelope, by 30 June 1986.

SCHEMATIC TIME REPRESENTATION

The following is a timetable of the 14 weeks alloted for this study:

May 12 to 30	-Fact finding and preparation of questionnaire.
June 2 to 5	-Proposal.
June 5 to 11	-Testing of questionnaire.
June 12	-Board meeting, presentation of proposal.
June 14 to July 10	-Questionnaire sampling.
July 10	-Board meeting, interim report.
July 14 to August 14	-Non-response bias test (if applicable) and the final report writing.
August 14	-Board meeting, presentation of final report.

This representation is an estimate of the alloted 14 week period. A more detailed and accurate schedule will appear in the final report.

STUDY LIMITATIONS

Due to factors beyond the control of the researchers, there are a certain number of potential discrepancies to be considered in the study's research design. A research study cannot be expected to be flawless. The authors intend to conduct this study in a manner concurring with accepted methods of research in the social sciences. During the sampling procedure, biases will be avoided as much as possible. In regards to finances, there is a limited incidental expense budget of $560.00, exclusive of wages. The study period will last only 14 weeks. There are only two university students working full-time on this study and therefore, person hours are limited. Finally, in comparison to studies of more elaborate design, there are a limited number of resources available.

CONCLUSION

Upon completion fo this research study, a discussion paper will be prepared and submitted to all levels of government and various agencies for the purpose of analysing the resident's reponses.

The final report will consist of general statistical information and questionnaire responses. Interview highlights with local politicians will be included. As well, the study will incorporate information obtained from representatives fo community-based agencies, organizations and services.

It is hoped that the outcome of this study will reflect the current needs of McQuesten community residents, in an unbiased and accurate manner. In addition, it is hoped that the data accumulated from this study will make a favourable contribution to the future of the McQuesten community.

APPENDIX B

McQuesten Community Association

and the McQUESTEN COMMUNITY SERVICES JOURNAL

48A Parkdale Avenue North
Hamilton, Ontario
L8H 5W8

(416) 545-1070

June 18, 1986

Dear Residents,

As a valued member of the McQuesten community, your input regarding community development is greatly needed. This study requires that you voice your opinions and assessments of the McQuesten Community Association's area programs. The following questionnaire takes only a few minutes to complete and your support is necessary to make this study a success.

Our objectives are aimed at assessing and improving your community's position within the Hamilton-Wentworth area. We, as concerned researchers, are interested in identifying, addressing and analysing your needs as residents of the McQuesten community. In order to conduct this study we require your valuable suggestions concerning present and future services within your neighbourhood.

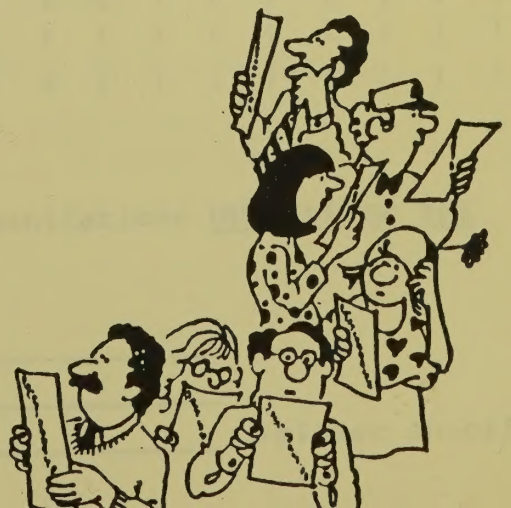
Using your input, this study has been designed to consider the needs of McQuesten residents. Community concerns such as recreation, day-care and crime are among the topics to be considered. With your help, this study will make a difference within the McQuesten community.

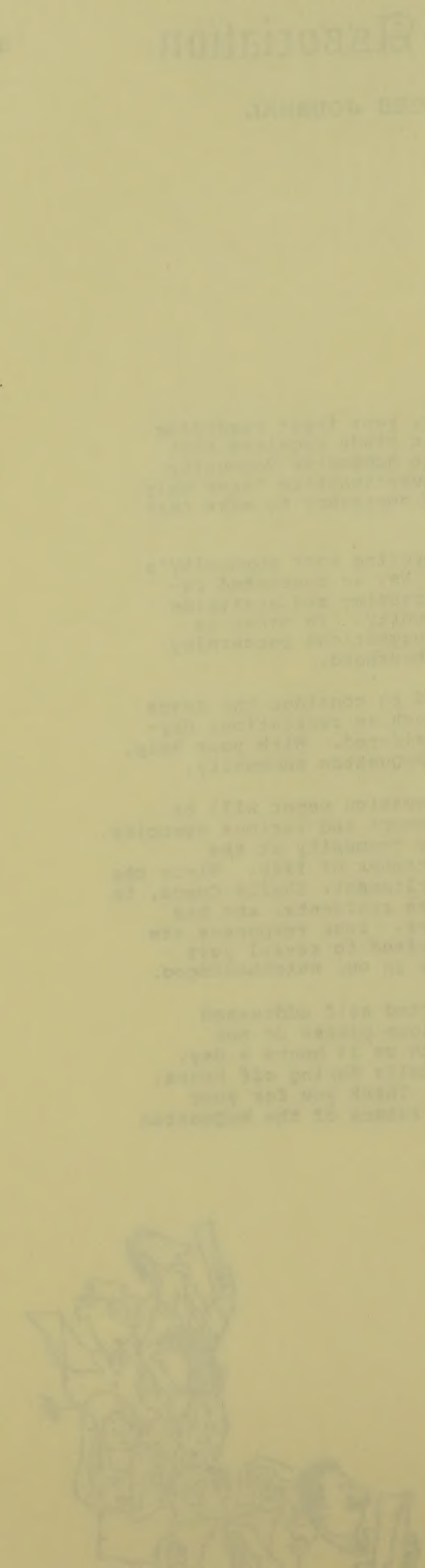
Upon completion of this research study, a discussion paper will be prepared and submitted to all levels of government and various agencies. The results will also be made available to the community at the McQuesten Community Association, early in September of 1986. Since the study results will aid the local Member of Parliament, Sheila Copps, in better understanding the needs of the McQuesten residents, she has kindly allowed us to use her mailing privileges. Your responses are strictly confidential and you will not be required to reveal your identity. Please help us to make a difference in our neighbourhood.

Please respond by 30 June 1986 using the enclosed self addressed postage-free envelope. If you have any questions please do not hesitate to call us at 545-1070. You may reach us 24 hours a day, as we have an answering machine to take your calls during off hours. We will return your call as soon as possible. Thank you for your time and consideration in contributing to the future of the McQuesten community.

Sincerely yours,
McQUESTEN COMMUNITY ASSOCIATION

Anne Judy
Neighbourhood Researchers





Please circle the one response that most clearly represents your answer and, where indicated, put a checkmark (✓) beside the correct response(s).

1. Are you, or any member of your family, **FAMILIAR** with the following local services **WITHIN THE McQUESTEN AREA**? (boundaries include the area between Parkdale, Queenston, the Red Hill Creek and the C.N.R. tracks) Please indicate with checkmark(s).

( ) Child Find
( ) Doors of Friendship Community School
( ) East Region Mental Health Services
( ) Hamilton and District Association for the Mentally Retarded (Lifeskills Training Centre or Heath Residence)
( ) Hamilton Regional Indian Centre
( ) McQuesten Community Association
( ) McQuesten Community Services Journal
( ) McQuesten Legal and Community Services
( ) Ontario March of Dimes
( ) Queenston Parent/Child Drop-In Centre
( ) Roxborough Community Centre
( ) Other _____ (please specify)

2. Have you, or any member of your family, **USED** any of the following local services **WITHIN THE LAST YEAR**? (please indicate with a checkmark, the number of times these services have been used by your household)

	How Many Times				
	0	1-2	3-5	6-10	10+
Child Find	( )	( )	( )	( )	( )
Doors of Friendship	( )	( )	( )	( )	( )
East Region Mental Health Services	( )	( )	( )	( )	( )
Hamilton and District Association for the Mentally Retarded (Lifeskills Training Centre or Heath Residence)	( )	( )	( )	( )	( )
Hamilton Regional Indian Centre	( )	( )	( )	( )	( )
McQuesten Community Association	( )	( )	( )	( )	( )
McQuesten Community Services Journal	( )	( )	( )	( )	( )
McQuesten Legal and Community Services	( )	( )	( )	( )	( )
Ontario March of Dimes	( )	( )	( )	( )	( )
Queenston Parent/Child Drop-In Centre	( )	( )	( )	( )	( )
Roxborough Community Centre	( )	( )	( )	( )	( )
Other _____	( )	( )	( )	( )	( )
_____	( )	( )	( )	( )	( )

(please specify)

3. Do you participate in any community organizations **OUTSIDE OF THE McQUESTEN AREA**? (please circle)

1. NO
2. YES _____

_____

_____ (please specify)

4. What social services would you like to see OFFERED OR IMPROVED in the McQuesten community? (please indicate with checkmark(s))

	OFFERED	IMPROVED
Adult education and retraining	( )	( )
Alcohol abuse counselling	( )	( )
Child lunch programs	( )	( )
Credit counselling	( )	( )
Daycare	( )	( )
Domestic violence counselling	( )	( )
Drug counselling	( )	( )
Ethnic organizations	( )	( )
Family counselling	( )	( )
Food bank	( )	( )
Job counselling	( )	( )
Legal aid	( )	( )
Legal aid (24 hours)	( )	( )
Low cost moving assistance	( )	( )
Marriage counselling	( )	( )
Medical health clinics	( )	( )
Mental health clinics	( )	( )
Neighbourhood watch program	( )	( )
Non-profit housing assistance	( )	( )
Self help / support groups	( )	( )
Services for latch key children	( )	( )
Specialized programs for the disabled	( )	( )
Specialized programs for seniors	( )	( )
Support for victims of crime	( )	( )
Support houses for women	( )	( )
Welfare counselling	( )	( )
Other _____	( )	( )
_____	( )	( )
(please specify)		

5. Are you, or any member of your family, FAMILIAR with the following recreational services IN OR AROUND the McQuesten area? (please indicate with chekmark(s))

( ) Hillcrest Park (baseball, fitness, soccer and tennis)
( ) Mahoney Park
( ) Parkdale Arena
( ) Parkdale Park (fitness, pool and tennis)
( ) Roxborough Park (baseball)
( ) Roxborough School (outdoor playlot with supervisor)
( ) Sir Winston Churchill Centre
( ) St. Helen's (outdoor playlot with supervisor)
( ) Other _____ (please specify)

6. Have you, or any member of your family, USED any of the following local recreational services WITHIN THE LAST YEAR ? (please indicate with a checkmark how many times these services have been used by your family)

	HOW MANY TIMES				
	0	1-2	3-5	6-10	10+
Hillcrest Park (baseball, fitness, soccer and tennis)	( )	( )	( )	( )	( )
Mahoney Park	( )	( )	( )	( )	( )
Parkdale Arena	( )	( )	( )	( )	( )
Parkdale Park (Fitness, pool and tennis)	( )	( )	( )	( )	( )
Roxborough Park (baseball)	( )	( )	( )	( )	( )
Roxborough School (outdoor playlot with supervisor)	( )	( )	( )	( )	( )
Sir Winston Churchill Centre	( )	( )	( )	( )	( )
St. Helen's (outdoor playlot with supervisor)	( )	( )	( )	( )	( )
Other _____	( )	( )	( )	( )	( )
_____ (please specify)	( )	( )	( )	( )	( )

7. What recreational services would you like to see OFFERED OR IMPROVED in the McQuesten community? (please indicate with checkmark(s))

	OFFERED	IMPROVED
Adult dances	( )	( )
Aerobics	( )	( )
Arts	( )	( )
Baseball areas	( )	( )
Concerts	( )	( )
Fitness programs	( )	( )
Football areas	( )	( )
Hockey rinks	( )	( )
More recreational centres in general	( )	( )
Parks	( )	( )
Playgrounds and equipment	( )	( )
Pre-teen activities	( )	( )
Recreational activities for the disabled	( )	( )
Recreational activities for seniors	( )	( )
Skating rinks	( )	( )
Soccer fields	( )	( )
Teen recreational programs	( )	( )
Tennis	( )	( )
Volleyball courts	( )	( )
Wading pool	( )	( )
Other _____	( )	( )
_____ (please specify)	( )	( )

8. a) Is there, in your opinion, a need for sufficient affordable daycare in the McQuesten area? (please circle)

1. YES
2. NO
3. NOT SURE

8. b) Would you like to see a 24 hour daycare centre? (please circle)

1. YES
2. NO
3. NOT SURE

9. What do you consider to be th major problem(s) associated with YOUNG PEOPLE in the McQuesten neighbourhood? (please indicate with checkmark(s))

( ) No problems at all
( ) Nothing for them to do
( ) Unemployment
( ) Not enough youth oriented recreational services
( ) Not enough youth oriented social services
( ) Gangs
( ) Alcohol
( ) Loitering
( ) Theft
( ) Violence
( ) Bad attitude
( ) Other _____ (please specify)

10. What do you feel are some of the major problems facing SENIOR CITIZENS in the McQuesten area? (please indicate with checkmark(s))

( ) No problems at all
( ) Inadequate social services
( ) Inadequate recreational services
( ) Insufficient number of low cost housekeeping services
( ) Lack of transportation
( ) Not enough specialized medical facilities
( ) Inadequate number of nearby shopping facilities
( ) Vulnerability to crime
( ) Other _____ (please specify)

11. a) How would you RATE the following:

	POOR	FAIR	GOOD
Housing conditions	( )	( )	( )
Condition of streets	( )	( )	( )
Bus services	( )	( )	( )
Police protection	( )	( )	( )

b) How CONCERNED are you about the following:

	NOT CONCERNED	CONCERNED	VERY CONCERNED
Crime	( )	( )	( )
Juvenile delinquency	( )	( )	( )
Pollution	( )	( )	( )
Traffic Flow	( )	( )	( )
Housing conditions	( )	( )	( )
Conditions of streets	( )	( )	( )
Bus services	( )	( )	( )
Police protection	( )	( )	( )

12. In general, do you feel adequately served by the community services in your area? (please circle)

    1. YES
    2. NO
    3. NOT SURE

13. Would you be willing to volunteer your time to community programs?

    1. NO
    2. YES_____

    _____

    (please indicate type of program)

14. a) Your sex is: (please circle) b) Your age is ____ years.

    1. Male (as of last birthday)
    2. Female

15. Please indicate, with a number in the appropriate space, the age and sex of each member of your household.

	MALE	FEMALE		MALE	FEMALE
0-4	____	____	36-40	____	____
5-10	____	____	41-45	____	____
11-15	____	____	46-50	____	____
16-20	____	____	51-55	____	____
21-25	____	____	56-60	____	____
26-30	____	____	Over 60	____	____
31-35	____	____			

16. In your present accommodation, are you a: (please circle)

    1. Homeowner
    2. Tenant

17. How long have you lived in your present accommodation? (please circle)

    1. Less than one year
    2. 1-2 years
    3. 3-5 years
    4. 6-10 years
    5. More than 10 years

18. Please circle the type of accommodation you are currently living in.

    1. Single detached (free standing but may be attached to a garage)
    2. Semi-detached (vertically attached to another home)
    3. Row or town house (three or more units connected vertically)
    4. Above a store
    5. Highrise apartment (more than five storeys)
    6. Lowrise apartment (five storeys or less)
    7. Other_____(please specify)

19. a) Are you presently: (please circle)

1. Working full-time
2. Working part-time
3. Unemployed
4. A housewife
5. Retired
6. A student
7. Other _____ (please specify)

b) Are you presently a shift worker? (please circle)

1. Yes
2. No

20. Please circle your approximate net family income from all sources, before taxes, in 1985.

1. Less than 3,000
2. 3,000 to 4,999
3. 5,000 to 6,999
4. 7,000 to 9,999
5. 10,000 to 12,999
6. 13,000 to 15,999
7. 16,000 to 19,999
8. 20,000 to 24,999
9. 25,000 to 29,999
10. Over 30,000

Would you please list what you think the McQUESTEN COMMUNITY ASSOCIATION should be doing to serve your needs.

_____
_____
_____
_____
_____.

Other COMMENTS AND CONCERNS: _____
_____
_____
_____
_____.

Thank-you for completing this questionnaire. Please remember to send the completed form in the attached SELF ADDRESSED POSTAGE-FREE ENVELOPE no later than 30 JUNE 1986.

HAVE YOU COMPLETED YOUR QUESTIONNAIRE?

APPENDIX C

HAVE YOU COMPLETED YOUR McQUESTEN-NAIRE?

HELP US TO HELP YOU

McQUESTEN COMMUNITY ASSOCIATION
Community Development Project

FOR FURTHER INFORMATION,
Call us at 545-1070 or you may
visit us at 48A Parkdale Avenue North

WE SEE EM - MAY BE
COMPLIED YOU
HAVE

HAVE YOU COMPLETED YOUR McQUESTEN-NAIRE ?

HELP US TO HELP YOU

McQUESTEN COMMUNITY ASSOCIATION
Community Development Project

FOR FURTHER INFORMATION,
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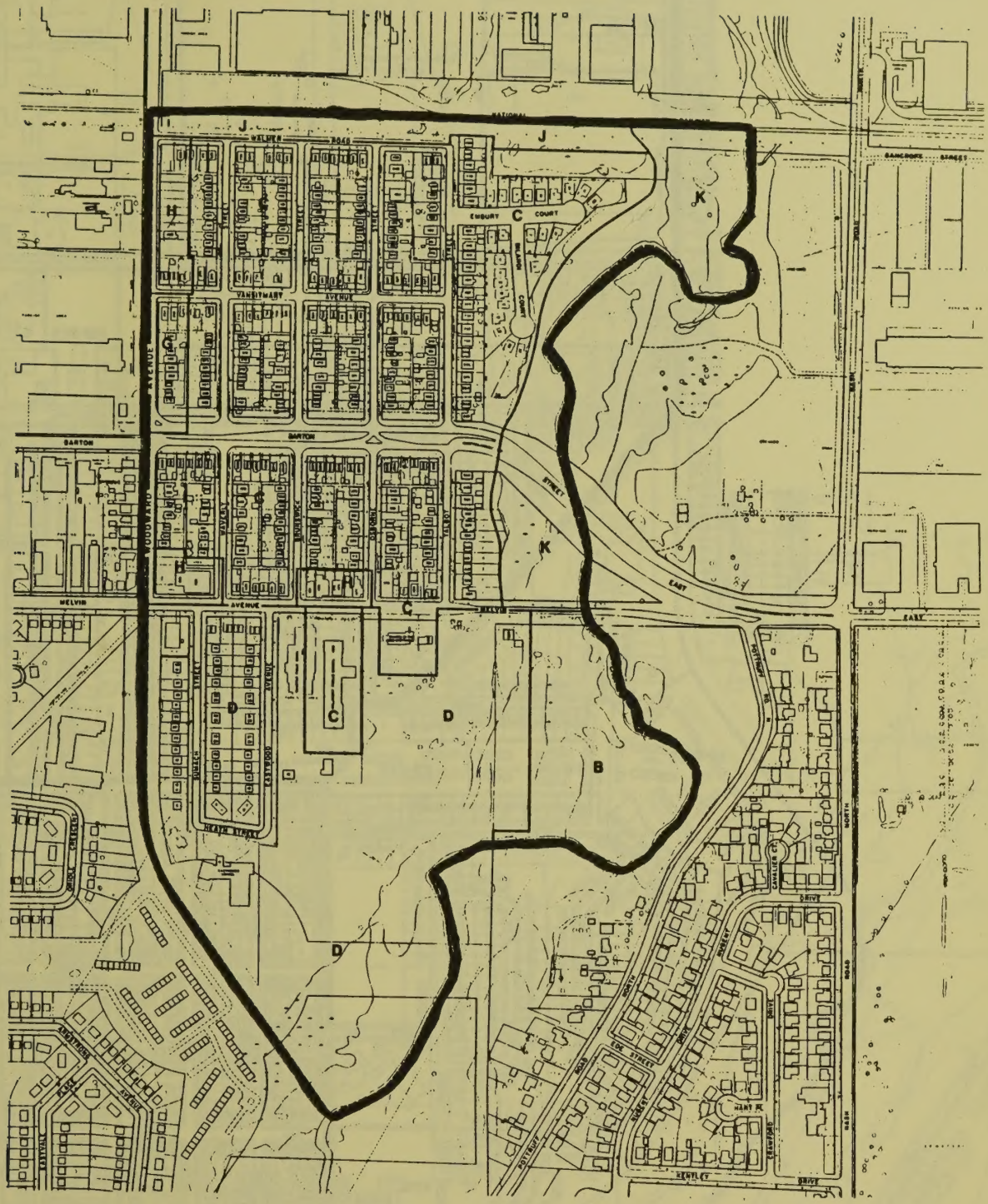
visit us at 48A Parkdale Avenue North

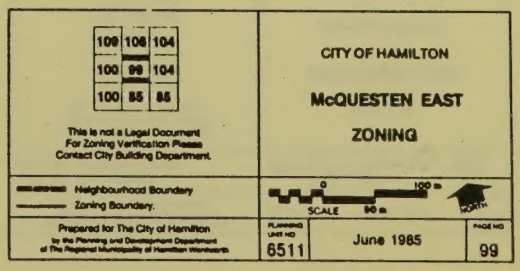
If you have misplaced your
QUESTIONNAIRE,
call us and we will deliver another copy to you
or you can pick one up at our office.
YOU HAVE ALL THE ANSWERS !

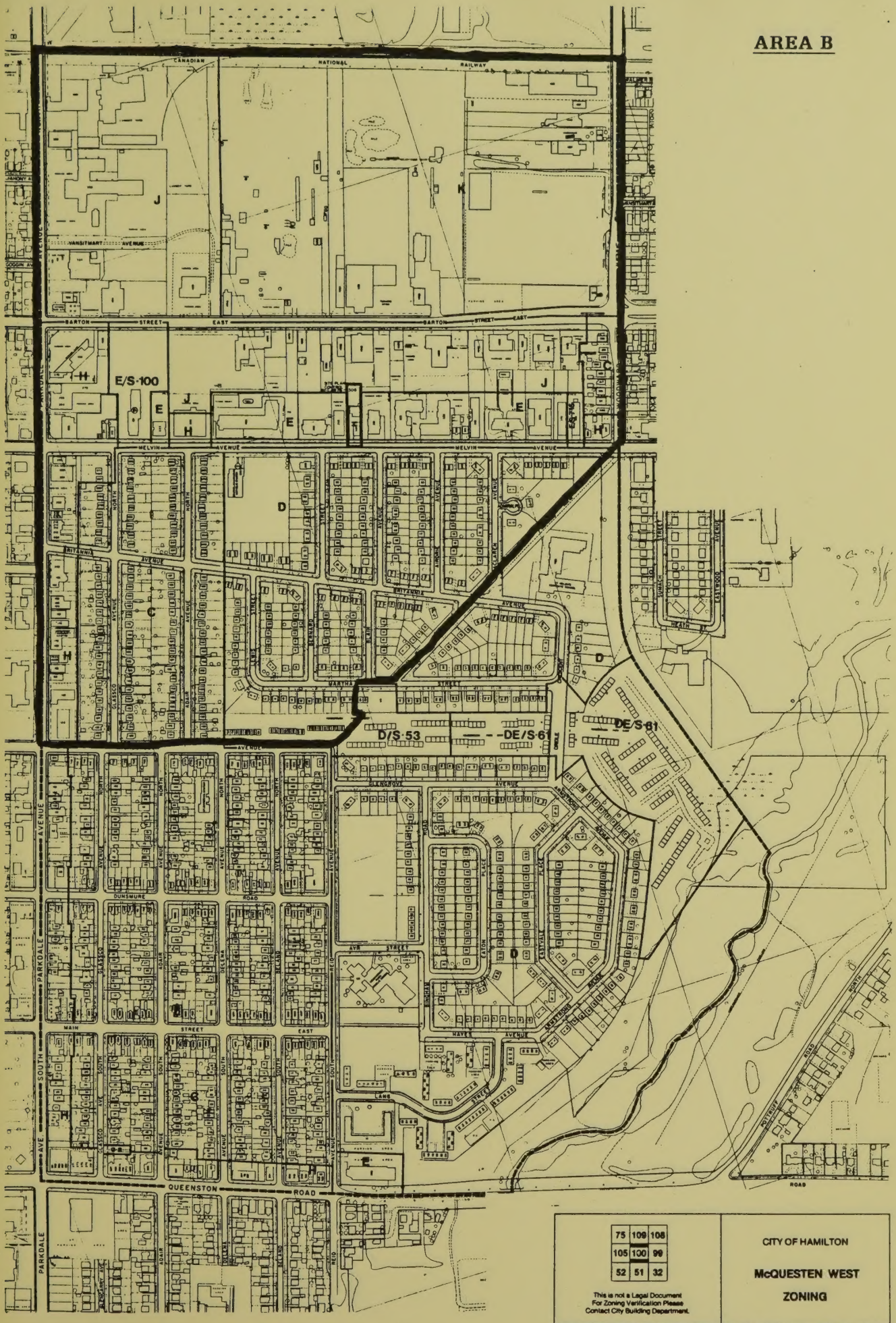
WOULD YOU LIKE TO BE A
COMPLETED ACCOUNT?

APPENDIX D

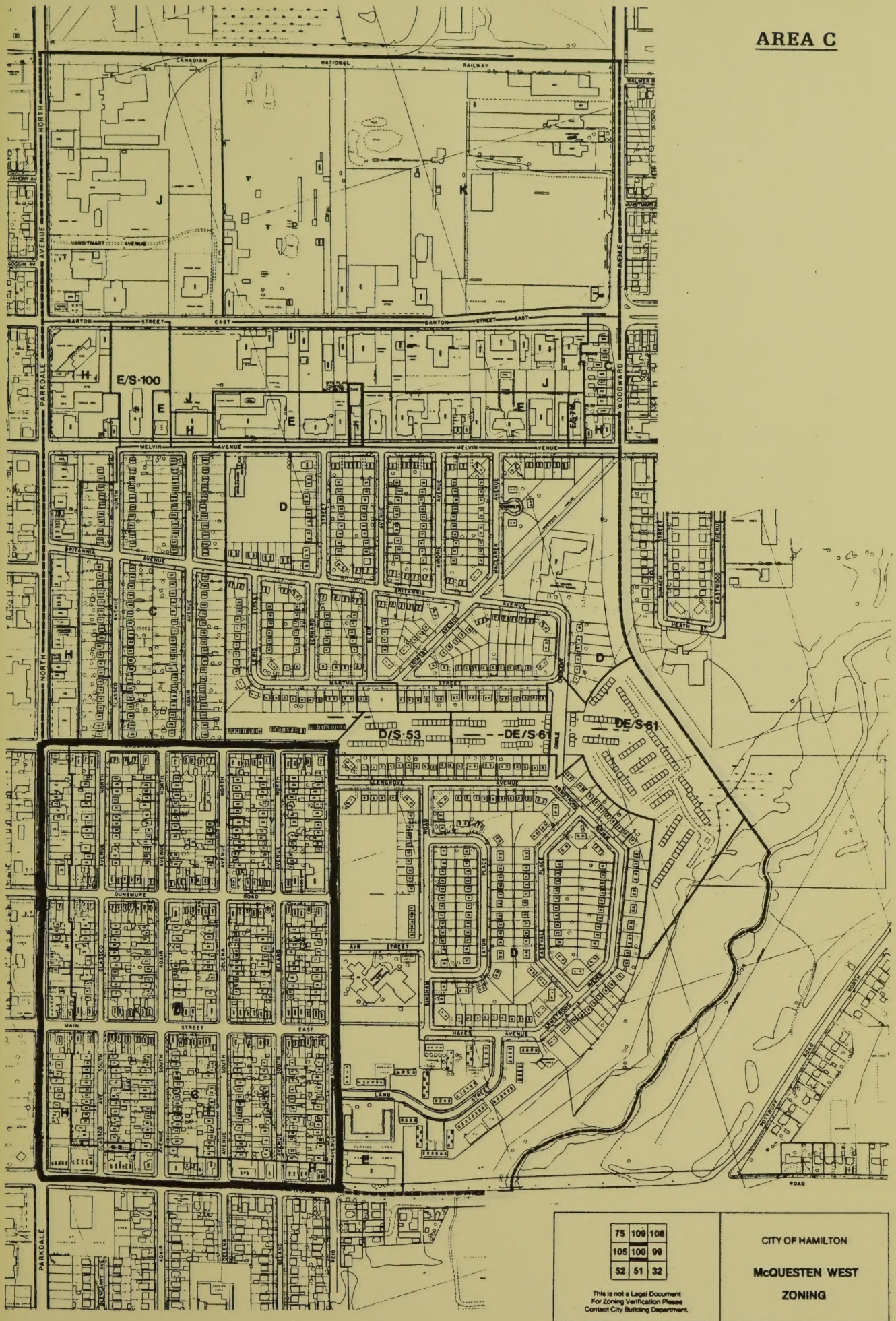


Source: Planning and Development of Hamilton-Wentworth.

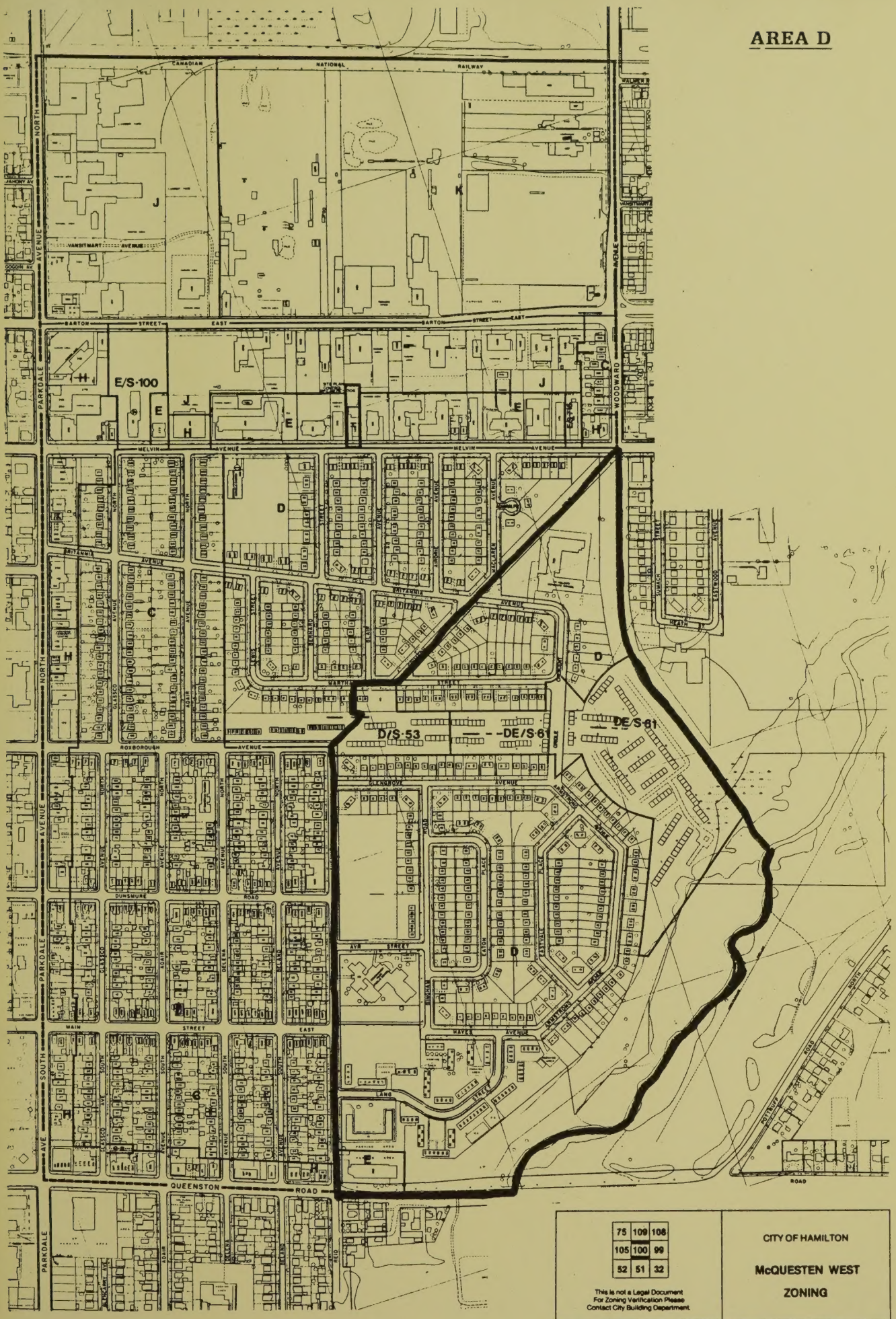




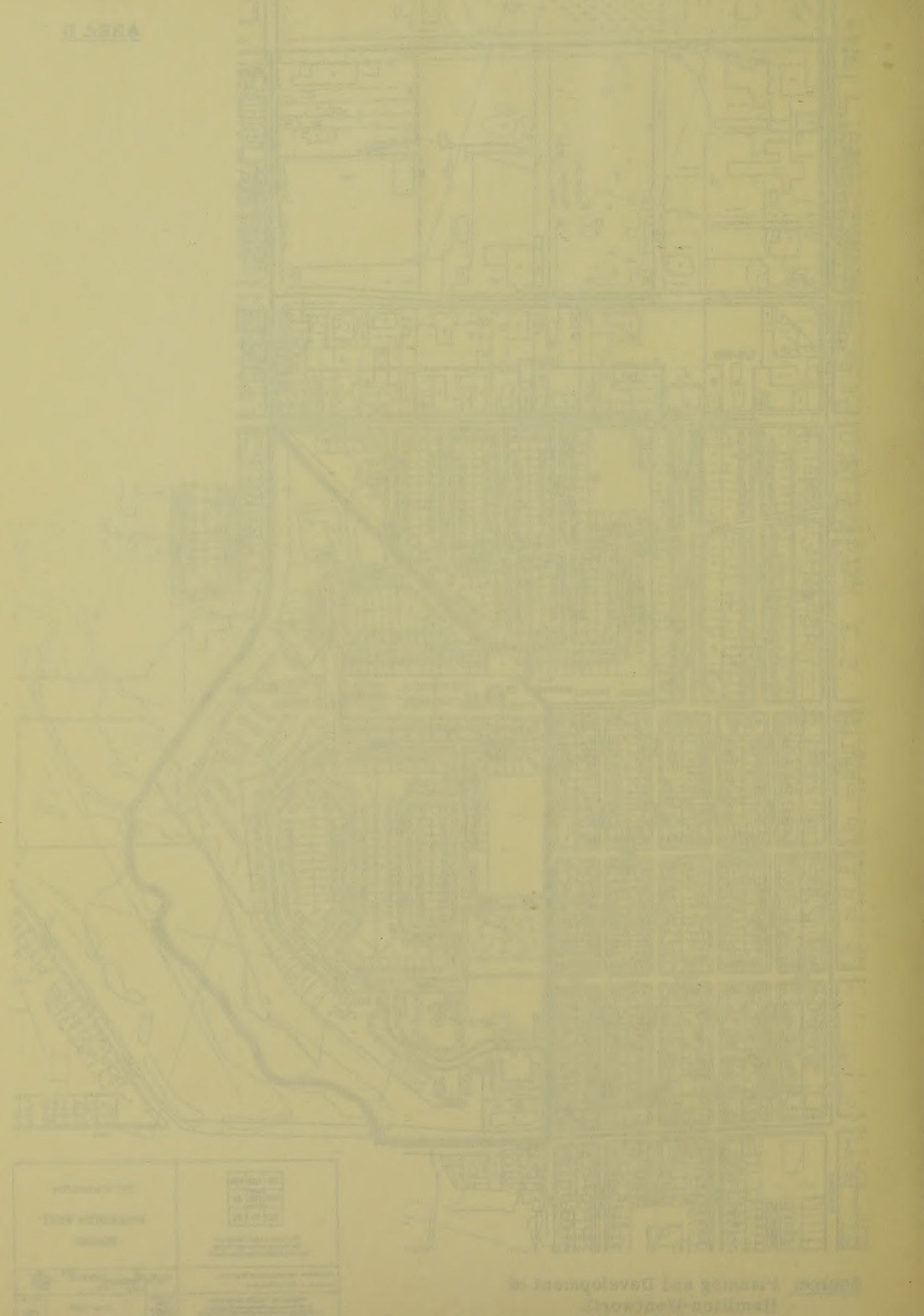
Source: Planning and Development of Hamilton-Wentworth.



Source: Planning and Development of Hamilton-Wentworth.



Source: Planning and Development of Hamilton-Wentworth.



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